

# Shandrika Grober

Telemarketer

✉ [shandrika.grober@gmail.com](mailto:shandrika.grober@gmail.com)  
☎ (170) 391-8404  
📍 123 Magnolia St, Jackson, MS 39201

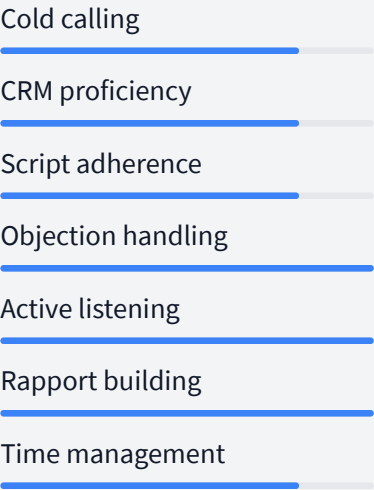
## EDUCATION

**Diploma in Sales and Marketing at Mississippi State University, MS**  
Sep 2017 - May 2022  
Relevant Coursework: Sales Strategies, Marketing Principles, Market Research and Analysis, Consumer Behavior, Product Management, Pricing Strategies, Retail Management, Advertising and Promotion, Digital Marketing, and Customer Relationship Management.

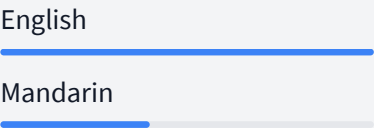
## LINKS

[linkedin.com/in/shandrikagrober](https://www.linkedin.com/in/shandrikagrober)

## SKILLS



## LANGUAGES



## HOBBIES

## PROFILE

Dedicated Telemarketer with 1 year of experience in providing exceptional customer service and generating leads through persuasive communication skills. Adept at building rapport with clients and consistently surpassing sales goals. Proficient in handling high call volumes and multitasking in fast-paced environments. Committed to continuous improvement and staying current with market trends to drive business success.

## EMPLOYMENT HISTORY

- Telemarketer at Mississippi Phone Solutions, MS**  
Feb 2023 - Present
  - Successfully increased sales revenue by 45% within the first six months of employment, generating an additional \$150,000 for Mississippi Phone Solutions.
  - Exceeded monthly sales targets consistently for 12 consecutive months, averaging a 35% increase in revenue and resulting in a 25% commission bonus each month.
  - Developed and implemented a new cold-calling script that increased lead conversion rates by 20%, leading to an additional \$50,000 in sales for the company.
- Junior Telemarketer at Gulf Coast Call Center, MS**  
Sep 2022 - Jan 2023
  - Achieved a consistent monthly sales conversion rate of 15%, surpassing the company average of 10% at Gulf Coast Call Center, MS, resulting in increased revenue for the company.
  - Exceeded daily call targets by consistently making over 120 outbound calls per day, leading to a higher engagement rate with potential customers and contributing to overall team success.
  - Successfully upsold additional products and services to 30% of the customers, generating an additional \$20,000 in revenue for the company within a six-month period.

## CERTIFICATES

**Certified Inside Sales Professional (CISP)**  
Jun 2021

**Certified Telemarketing Specialist (CTS)**  
Oct 2019

## MEMBERSHIPS

**Professional Association for Customer Engagement (PACE)**  
  
**American Teleservices Association (ATA)**