

Carmeleta Kosto

Telemarketing Manager

Profile

Results-driven Telemarketing Manager with 5 years of experience in leading and optimizing high-performing telemarketing teams. Proven track record in implementing effective sales strategies, improving call center operations, and driving revenue growth. Skilled in coaching, communication, and data analysis, with a strong commitment to providing exceptional customer experiences. Dedicated to maximizing team potential and boosting overall sales performance.

Employment History

Telemarketing Manager at Montana Marketing Solutions, MT

May 2023 - Present

- Achieved a 35% increase in sales conversions within the first year of managing the telemarketing team at Montana Marketing Solutions, through implementing effective training programs and refining call scripts for better customer engagement.
- Exceeded quarterly revenue targets by 20% consistently for four consecutive quarters, resulting in an overall annual revenue growth of \$1.5 million for the company, by optimizing the telemarketing strategies and focusing on high-potential leads.
- Reduced employee turnover by 25% within 12 months, by creating a supportive work environment, offering competitive incentives, and providing ongoing coaching and professional development opportunities for the telemarketing team.

Assistant Telemarketing Manager at Big Sky Call Centers, MT

Aug 2018 - Apr 2023

- Successfully increased monthly sales revenue by 25% within the first three months of joining Big Sky Call Centers, MT, by implementing new sales strategies and coaching the telemarketing team to improve their approach and communication skills.
- Managed a team of 15 telemarketers and achieved a 10% reduction in employee turnover rate within six months by introducing regular performance evaluations, feedback sessions, and employee recognition programs.
- Implemented an advanced call monitoring system that led to a 30% improvement in call quality and customer satisfaction, resulting in a significant increase in positive client feedback and repeat business.

Certificates

Certified Inside Sales Professional (CISP)

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📍 123 Mountain View Road, Missoula, MT 59801

Education

Bachelor of Business Administration in Marketing at Montana State University, Bozeman, MT

Aug 2014 - May 2018

Relevant Coursework: Marketing Strategy, Consumer Behavior, Market Research, Advertising and Promotion, Digital Marketing, Brand Management, Sales Management, Public Relations, Product Development, and Global Marketing.

Links

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

Skills

Salesforce proficiency

Auto-dialer expertise

CRM mastery

Call analytics

VoIP systems

Script optimization

Data-driven targeting

Languages

English

Bengali