

Emma Rosenberg

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Sales Representative

Cold Calling & Telephone Sales | Customer Service | CRM skills

Professional Summary

Sales representative equipped with building relationships and motivated to bring in sales. Organized and results driven professional looking for a position with a growing sales organization. Results-driven and passionate about sales, performance management, learning & development, employee relations and engagement. Well versed in learning organizational procedures and sharing new policies, and requests and co-workers. Available to work immediately. .

Core Competencies

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|-----------------------|-----------------------|------------------------------|
| ▪ Office Coordination | ▪ Microsoft Office | ▪ Research & Data collection |
| ▪ Scheduling | ▪ Document Management | ▪ Customer Service |
| ▪ Data Entry | ▪ Salesforce | ▪ Scheduling |
| ▪ Telephone Etiquette | ▪ Communication | ▪ Business Correspondence |
| ▪ Excel | | ▪ Records Management |

Work Experience

Inside Sales Representative, 07/01/2021- Ferguson Enterprises, Tamarac, FL

- Working with customers through phone calls and emails regarding their purchases they made.
- Assisting customers on the floor to find the products that they need.
- Communicating with customers regarding their orders.
- Using salesforce to navigate through each step of customers orders.

Client Service Associate, 12/2019 – 03/2020 NGB Insurance Group, Delray Beach, FL

- Worked through customer related issues through phone calls and emails regarding Health and Life Insurance policies.
- Assisted customers with filing claims and helped streamline the entire claims process.
- Acted as a liaison between the insurance companies and the clients.
- Assisted producers and management with client related filings, both electronically and manually.
- Greeted clients when they visited the office and helped organize the meeting logistics.

Human Resources Assistant, 06/2018 – 09/2018 NGB Insurance Group, Delray Beach, FL

- Conducted searches to verify information of new employees, including past work history.
- Provided administrative support to management. Processed benefit enrollments and issued new employee manuals.
- Assisted in the interviewing process by conducting reference checks, scheduling interview appointments, and assisting in the recruitment process.
- Reviewed resumes and updated the database. Selected candidates that were qualified for applied positions. Created categories for interviewed candidates. Reviewed job descriptions.

Administrative Assistant, 06/2017 – 09/2017 Benefits Network Insurance Agency, Boca Raton, FL

- Organized and entered corporate and client information into the database.
- Communicated with insured individuals regarding premium and deductible payments. Helped analyze data of reported claims.
- Managed inbound calls and directed messages to requested co-workers.
- Assisted co-workers with research, gathering and interpreting information, and recording data.
- Scanned and made copied paperwork for files.

Education

Bachelor of Science in Management. Florida State University, 2021