COLIN BARNWELL

Sales Supervisor | LOS ANGELES, CA 90291, UNITED STATES | (541) 754-3010

DETAILS

1515 Pacific Ave, Los Angeles, CA 90291, United States
(541) 754-3010
email@email.com

PLACE OF BIRTH
San Antonio

NATIONALITY
American

DRIVING LICENSE
Full

LINKS

Instagram

Linkedin

Twitter

Facebook

SKILLS

- Zoho CRM, Salesforce, Pipedrive CRM, Salesfusion, Insightly, InsightSquared
- Slack, Asana, Google Hangouts, Skype
- Qwilr, Proposify, Salesforce CPQ, seProposals, PandaDoc.
- Google Analytics, Wiki Stats, MS Excel
- Swordfish, Hunter.io. Rocket Reach, Dux-Soup
- Sales Monitoring Tools
- Contract Negotiation
- Sales Metrics
- Industry Trends & Sales Forecasting
- Sales Analytics
- Performance Appraisals
- Script Writing

PROFILE

Enthusiastic Sales Supervisor with proven tenure in driving results for rookie teams within Recruitment Agency environments by developing innovative strategies to increase market share, and inspiring consultants with continuous training programs and reward schemes. Passionate about metrics tracking and monitoring outcome ratio's to course correct and improve performance levels. Completed a Bachelor's Degree in Sales Management and holds a Certified Sales Professional status.

EMPLOYMENT HISTORY

Supervisor Telesales at Discovery Insurance, Georgia

January 2017 — October 2019

Improved team sales by 40% during the quarter by implementing role-play training initiatives.

- Responsible for coordinating daily calls, reviewing call lists of consultants, writing sales scripts, monitoring the number of sales presentations made, tracking leads and documenting follow up calls
- Develop training programs to improve cold calling techniques and promotion or upselling of services and subscriptions by phone
- Research and analyze potential new sales territories to assess and evaluate growth potential per product or solution offered by the company
- Allocate and assign territories to consultants and keep track of quotas to monitor market saturation
- Keep records with regards to proposals, deals made, and after-sales service activities
- Oversee and direct employee sales activities on a daily basis
- Train employees on new product and solution offerings

Sales Supervisor Outside Representatives at EStudy Training Solutions, Austin

January 2014 — January 2015

Reduced staff turnover from 45% to 15% per annum by spearheading an employee engagement program specifically tailored to sales consultants.

- Organize and coordinate shift and leave schedules for sales consultants
- Assist telesales teams and lead generators with researching leads from google searches, online business directories and other digital resources
- Conduct performance appraisals every three months and instigate corrective actions where needed
- Write job descriptions for new hire advertisements
- Screen and shortlist applications for Sales Consultant vacancies
- Participate in final interviews and extend employment offers to new hires
- Responsible for onboarding, induction and training of new sales employees
- Oversee the duties and activities of support personnel and administrative staff
- Generate metrics reports regarding weekly sales activities and present to the Sales Manager
- Step in when the situation requires to address customer complaints that has been escalated by team leaders
- Responsible for creating competitions, incentive programs and recognition plans for the sales team

Incentives & Competitions

Curriculum Design

Product Knowledge

Research Methodologies

Disciplinary Procedures

Business Development Fundamentals

HOBBIES

Running, Cycling, Cross Fit

LANGUAGES

English, French, German

- Track sales metrics, weekly, monthly and quarterly and use the data to assess outcome ratios

EDUCATION

Certified Professional Sales Leader (CPSL), National Association for Sales Professionals, Online

October 2019 — Present

Bachelor's Degree in Sales & Marketing Management, Harvard University, Cambridge

January 2016 — December 2017

GPA: 3.9

Majors: Sales Management Principles, Strategic Sales Strategies

Minors: Communications, Social Media Management, Leadership Fundamentals

COURSES

SAP Certified Application Associate – CRM, Pearson VUE Bloomington, MN

January 2019 — October 2019