

THEMBEKA

RooCruit

Senior Inside Sales Consultant

South Africa

PROFESSIONAL SUMMARY

Results-driven professional with 13 years of extensive sales and customer service experience. A lateral thinker and intuitive negotiator with a proven track record of identifying problem areas and implementing cost-effective, efficient solutions. Expertise lies in cold calling, lead conversion, and high-level closing, consistently delivering excellent interpersonal service and business growth.

KEY SKILLS

- Cold Calling & Prospecting
- Sales Pipeline Management
- Key Account Management
- Customer Retention Strategies
- Upselling & Cross-selling
- Team Leadership & Recruitment
- CRM (Microsoft Office, Visio)
- Market Trend Analysis
- Lead Qualification
- Multi-cultural Team Management

PROFESSIONAL EXPERIENCE

Senior Inside Sales Executive

December 2021 – Present

Leading Global EdTech & Learning Solutions Provider

Supporting individual executives, universities, and corporations to deliver technology and business trends that enable learners to transform careers and improve business acumen.

- Conducting high-volume cold calling and warm lead conversion.
- Connecting with prospects on a one-to-one basis to identify educational needs.
- Prospecting, qualifying leads, and tracking progress toward ambitious sales goals.
- Collaborating with the sales team to develop strategic outreach and appointment setting.

- Providing detailed regular reports on sales activities and conversion results to senior management.

Sales Team Leader**June 2019 – June 2021****International Telecommunications Company**

Led technology strategy, sales, and retentions with a focus on core network planning and design while maintaining high customer satisfaction.

- Managed and mentored a team of 14 sales and retention agents.
- Developed and led multi-cultural and diverse teams to align with organizational objectives.
- Responsible for the recruitment and onboarding of new team members.
- Sourced innovative ways to inspire the team and exceed sales targets.
- Managed key accounts and delivered hourly/daily performance reports.

Reactivations Agent**January 2013 – November 2014****South African Financial Services & Insurance Group**

Responsible for developing and implementing customer retention strategies to increase loyalty and retain business.

- Analyzed customer feedback and account data to negotiate and retain business.
- Managed a high volume of inbound and outbound reactivation calls.
- Utilized referral marketing techniques to expand the sales pipeline.
- Maintained and updated the sales pipeline with high accuracy.

Existing Customer Sales (UK Market)**May 2010 – January 2013****International Business Process Outsourcing (BPO) Firm**

- Focused on the UK market to retain customers and upsell current services.
- Leveraged CRM data to identify remarketing and cross-selling opportunities.
- Delivered 100% customer service scores on every interaction through empathy and problem-solving.
- Identified unmet customer needs to reduce churn and reward loyalty.

EDUCATION

Matric Certificate**2008**

Ridge Park College

Professional Vetted Remote Talent from South Africa | RooCruit
