



CORINNE KELLEY

SALES MANAGER



Management professional with 20yrs of progressive experience in contact centers. Results-oriented leader with a proven track record of developing future leaders and systems. Top ranking performance achieved in several industries such as Energy, Telecommunications, and Finance

SPECIALIZATIONS

- Sales and Customer Service Management
- Employee Coaching and Motivation
- Voice of Customer/QA Management
- Curriculum Development and Design
- Power-user of MS Office: Word, Excel, PowerPoint, SharePoint

WORK EXPERIENCE

Sales Manager

AUG 2001 TO CURRENT

- Manage Virtual Assoc to Exceed Sales and Quality Targets
- Create and Revise Sales Scripts
- Monitor Quality of Calls to Provide Kudos and Coaching
- Design and Implement Client-Specific Sales Training
- Develop Incentive Strategies for Employee Morale
- Analyze KPI Data and Make Recommendations
- Provide Daily, Weekly, Monthly, and Quarterly Reports
- Perform Monthly Sales Calls with Clients
- Assist Clients with RingCentral Setup and Management

EDUCATION BACKGROUND

UNIVERSITY OF PITTSBURGH
Bachelor of Arts, 1996 - 2000

Major: Film Studies

MINOR: AFRICAN STUDIES
HONORS SOCIETY
BLACK ACTION SOCIETY MEMBER
WRITING CENTER PEER TUTOR