



FAY WILLIAMS

VIRTUAL ASSOCIATE



I am a client-oriented Virtual Associate with over 2 years of combined customer service experience in the BPO sector and in the capacity of a Sales Representative. I specialize in Customer Service, B2B Sales, client management and retention.

SPECIALIZATIONS

- Customer service
- B2B Sales
- Client relationship management and retention
- Strategy building

WORK EXPERIENCE

Virtual Associate

OCT2020 TO PRESENT

- Conduct scheduled sales call
- Onboard new clients and maintain clients' account
- Prepare SOP and implement the new system for the client
- Process inbound and outbound client calls
- Process customer orders

Customer Service/ Sales Specialist

SEPT 2014 TO 2020

- Generate and maintain monthly revenue and collections target above 90%
- Manage and maintain high customer retention
- Generate monthly and quarterly revenue report
- Schedule and conduct meetings with Managers, CEOs and key personnel for assigned accounts
- Assisted with developing SOP for the revenue department and trained new sales representative
- Process customer orders using Peachtree and Chempax
- Processed high volume inbound calls for a Large eCommerce account in the BPO sector

EDUCATION BACKGROUND

The University of The West Indies Open Campus
SALES AND MARKETING 2019

- SWOT analysis
- Product planning and management
- Developing a market strategy
- Sales management

The University of The West Indies Mona

BSC. BIOCHEMISTRY, CLASS OF 2016