

# Inside Sales Manager

# Diane Hand

## Professional summary

Results-driven Inside Sales Manager with experience in driving revenue growth and leading high-performing sales teams. Expertise in developing and implementing sales strategies, optimizing team performance, and enhancing customer satisfaction. Adept at utilizing CRM tools and data analytics to inform decision-making and achieve business objectives. Seeking to leverage my skills and experience to contribute to a forward-thinking organization.

## Experience

### Inside Sales Manager

January 2019 - Now

Oracle Corporation / United States, Billings, MT

- Currently managing a team of 12 inside sales representatives.
- Developing and executing sales strategies for inbound and outbound activities.
- Regularly conducting performance reviews and providing coaching.
- Analyzing sales metrics and preparing detailed reports for senior management.
- Collaborating with the marketing team to align sales efforts with campaigns.

### Senior Inside Sales Representative

March 2015 - December 2018

HubSpot / United States, Alzada, MT

- Consistently ranked as a top performer, exceeding sales quotas by an average of 20% annually.
- Spearheaded a lead generation initiative that increased qualified leads by 30%, significantly boosting revenue.
- Developed and maintained strong relationships with key clients, resulting in a 95% customer satisfaction rate.
- Trained and mentored junior sales representatives, enhancing their product knowledge and sales skills.

### Inside Sales Representative

June 2012 - February 2015

Salesforce / Alzada, MT

- Achieved monthly and quarterly sales targets, contributing to a 15% annual growth in sales revenue.
- Delivered exceptional customer service by addressing inquiries, resolving issues, and ensuring a positive client experience.
- Effectively used Salesforce CRM to track and manage customer interactions, leading to improved sales processes and efficiency.

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United States, Alzada, MT

## Education

### Bachelor of Science in Business Administration

2008 - 2012

University of Montana

United States, Missoula, MT

### Certified Inside Sales Professional (CISP)

American Association of Inside Sales Professionals

February 2020

### Sales Management Certification


HubSpot Academy


September 2018


## Skills

Sales Strategy Development 

Team Leadership & Coaching 

CRM Software (Salesforce, HubSpot, Oracle) 

Performance Analysis & Reporting 

Customer Relationship Management 

Lead Generation & Conversion 

Communication & Negotiation 

Training & Development 