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

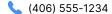
- Consistently ranked as a top performer, exceeding sales quotas by an average of 20% annually.
- Spearheaded a lead generation initiative that increased qualified leads by 30%, significantly boosting revenue.
- Developed and maintained strong relationships with key clients, resulting in a 95% customer 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 Professiona-I (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

