

Tredell McCollum

St. Louis, MO

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Work Experience

Telesales Agent

UnitedHealth Group - Maryland Heights, MO

February 2020 to Present

Licensed Health & Auto Insurance agent in 44 of 50 states, Medicare & Retirement Telesales Agent with all inbound calling responsibilities

Digital Sales Representative

Charter Spectrum - Saint Louis County, MO

September 2016 to January 2020

Commission based sales of cable, internet, and landline telephone service, Performed onsite sales, Planned and managed social media marketing, Contacted potential clients & pitch to inbound leads

General Clerk II

Serco Inc - Wentzville, MO

April 2016 to September 2016

Responsibilities Data entry, Microsoft Office, process health coverage applications

Sales Associate

Wireless Vision, LLC - Saint Louis County, MO

April 2014 to April 2016

Responsibilities Retail Sales of T Mobile devices, commissioned based sales, bill payments, constant contact with technical agents

Customer Service Associate

Realtime Results - St. Louis, MO

September 2012 to April 2014

Responsibilities

Outbound and outside sales, generating new leads, negotiating contracts, building customer relationships, Suddenlink product suggestive selling

Accomplishments

I learned how to memorize codes quickly and how to mentally multitask while also generating new potential sales with lasting clients.

Skills Used

I demonstrated my typing skills, Microsoft Outlook, Excel, and Word and I utilized internet explorer while demonstrating practices learned in extensive sales training.

Assembly Technician

Pfizer Inc - St. Louis, MO

April 2010 to September 2012

Responsibilities

Assemble drug product, inspection, quality control, machine operation, assembly line, production, shipping

Accomplishments

Raise during first 3 months

Skills Used

Paying attention to small detail

Education

High School Diploma

Mehlville Senior High School - St. Louis, MO

August 2005 to May 2009

Skills

- Customer service
- 55 wpm
- Customer support
- Excel
- Microsoft word
- Word
- Cpr
- Outbound Sales
- Outside Sales
- Negotiation
- Mobile Devices
- Contract Negotiation
- Sales Support
- Telemarketing
- Help Desk
- Cold Calling
- Recruiting
- Technical Support
- Android
- Desktop Support

Assessments

Sales Skills — Highly Proficient

October 2019

Using influence and negotiation techniques to engage with and persuade customers.

Full results: [Highly Proficient](#)

Basic Computer Skills: PC — Highly Proficient

December 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

October 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Call Center Customer Service — Highly Proficient

December 2019

Applying customer service skills in a call center setting.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills

Customer Service
Sales Support
Cold Calling
Generating Leads
Negotiating Contracts

SKILLS

- Dealing with high volume phone calls
- Proficient in Power Point, Excel, and Microsoft Word
- Type 55 WPM
- Customer Support

ACHIEVEMENT

- Volunteer Recognition Award
- CPR & First Aid Certified.