

Marcus Casey

Arlington, TX 76011

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Professional Summary

Sales and Marketing experience

Outbound and inbound call experience

Team lead/supervisor

10 years or more of sales experience.

10 years of customer service experience. Detail oriented, self starter, hardworker, always on time ready to work.

Authorized to work in the US for any employer

Work Experience

Business Development Specialist

EBQ-Austin, TX

July 2024 to November 2024

- Prospect new clients
- Cold calling 100+ outbound calls per day
- Creating handoffs and lead summaries for clients and SME
- Email outreach

Sales Development Representative

CIENCE Technologies-Denver, CO

December 2021 to November 2023

- Appointment setting
- Emailing and messaging potential customers
- Work closely with clients to tailor sales process
- Used AI (ChatGPT) to craft special scripts tailored to client product.

Sales Representative

Angi-Chicago, IL

August 2021 to November 2021

- B2B inbound/outbound Lead Generation.
- Outbound calling to Service Professionals to join membership and receive leads for jobs.
- Inbound call from targeted business about services.
- Sending and receiving emails
- Meeting weekly sales quota

Sales Representative

Academic Productions-Grand Prairie, TX

March 2018 to December 2019

- Sold Spirit Items for local Highschools
- Answered product and service related questions
- Inbound/Outbound calls to prospective customers
- Responsible for selling \$2000 sales per week products

CSA Supervisor

Dialog Direct/Cross Country Home Svc-Fort Worth, TX

July 2016 to July 2017

Inbound call center for home warranty program. Started as a regular agent in July then promoted to supervisor/team lead in November.

- Managed client records
- Set up client appointments
- Provided policy and service information
- Assisted customers with a warm and professional attitude
- Resolved customer information and complaints

Supervisor/Sales and Marketing

Commercial Janitorial Svc-Grand Prairie, TX

January 2006 to January 2013

Supervision of workers in office and warehouse cleaning

Also inside and outside sales to customers and business for cleaning. Marketing of company products

Education

High school or equivalent

Sam Houston High School - Arlington, TX

2001 to 2005

Skills

- Basic Excel, Microsoft Word, Customer Service, Microsoft Powerpoint, Phone Etiquette, Microsoft Office, Typing, Microsoft Outlook (5 years)
- Customer Service
- Outbound Sales
- Outside Sales
- Cold Calling
- Inside Sales
- Upselling
- Sales Management
- B2B
- CRM software
- Lead generation (4 years)

- Direct sales
- Customer relationship management
- B2B sales
- Business Development
- Negotiation
- Communication skills
- Typing
- Organizational skills
- Customer support
- Marketing
- Time management
- Account management
- Sales