Sales & Customer Success Specialist

3 à 5 ans d'expérience · Réf. 2609231404

Ma recherche

Contrat recherché : Tout contrat
Zone : Toute la France
Mobilité : sur toute la france
Rémunération : a étudier
Secteur : Batiment

Formations

Bac +5 — Higher Institute of Accounting and Business Administration – Manouba, Tunisia
Master’s in Management – Accounting and Financial Techniques

Expériences professionnelles

01/2022 - 12/2023 — Sales & Customer Success Coordinator

Built outreach and follow up processes, increasing demos booked by 25%; partnered with marketing to align customer messaging; ensured smooth client onboarding and high retention.

01/2022 - à ce jour — Freelance Sales Development Representative

Conducted high volume outbound campaigns (60+ calls, 100+ emails/day) with 30%+ conversion; qualified leads, clarified needs and provided product recommendations; maintained CRM pipelines with accurate notes and sales progression tracking; adapted messaging based on ICPs, boosting engagement by 20%.

01/2020 - 12/2022 — Sales & Customer Experience Specialist

Responded to inbound leads, qualified prospects and booked meetings for AEs across multiple time zones; created messaging templates and support scripts to improve speed and conversion; conducted follow ups and upsell campaigns with 15%+ conversion from existing clients.

Langues

English (courant), French (courant), Arabic (maternelle)

Atouts

Outbound Sales & Cold Calling, Customer Needs Discovery & Solution Selling, KPI Tracking & Performance Optimization, CRM Tools (Salesforce, HubSpot, Pipedrive), Objection Handling & Active Listening, Multilingual Communication (EN, FR, AR), Remote Work Collaboration (Slack, Notion, Zoom), High Volume Lead Qualification & Conversion, Customer Satisfaction & Retention

Fiche anonyme — l'identité et les coordonnées du candidat sont communiquées aux recruteurs qui en font la demande sur pmebtp.com.