Advanced Micro Systems Inc.

Title: Customer Retention Representative

Location: 271 Route 46 West Suite A-105 Fairfield, NJ 07004

Job Type: Full-Time (Entry-Level)

Start Date: ASAP

Job Description: The qualified candidate will be involved with the following functions:

- Answering and routing inbound calls
- Provide telemarketing around upcoming events (webcasts, training, workshops)
- Updating company customer relationship management system with new order information
- Performing data clean up from within the company CRM system
- Use LinkedIn to search for sales prospects
- Creating maintenance renewal quotes, following up on those quotes and ensuring that customers understand their purchasing options
- Ordering courseware and supplies
- Filing

Qualifications:

- Be organized, detail-oriented, and have good follow through skills
- Have a solid understanding of the English language
- Have good computer skills with proficiency in Microsoft Office, Internet Explorer, Excel and related business systems
- Be familiar with LinkedIn
- Have some outbound (warm and cold leads) telesales skills
- Have the ability to understand customer issues and requirements in order to recommend a specific offering

Desired Software Skills

Microsoft Office, GoldMine, QuoteWorks, Internet Explorer

Application Instructions: Qualified candidates should only email resumes to Rocco Parisi at rocco.parisi@amscad.com