



LYNNE MULLER

SALES PROFESSIONAL

CONTACT

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📍 George, South Africa

SKILLS

- Sales Closer
- Outbound Calling
- Excellent Communication
- Inside Sales Experience
- Project Management
- Sales Professional
- Time Management
- Exceed Sales Targets
- Critical Thinking
-

LANGUAGES

- English (Fluent)
- Afrikaans (Fluent)

PROFILE

I am a highly qualified professional with extensive experience and education in Outbound Cold Calling, Appointment Setting, Sales and Marketing Management, Administration, Virtual Application and Business Development. in the B2B Industry.

With a strong focus on sales, I possess excellent sales skills, including a deep understanding of the sales cycle, persuasive communication abilities, and a customer-focused approach.

I am analytical, assertive, results-driven, and proactive, I have a phenomenal track record of consistently exceeding sales targets and driving revenue growth.

My qualifications, certifications, and extensive experience make me a valuable asset to an organization seeking to drive sales growth, enhance customer service, and improve operational efficiency.

WORK EXPERIENCE

Property Connect Virtual Assistant

01 JULY 2026 TO
PRESENT

- Make outbound calls to Businesses introducing Solar System products and services
- Conduct needs analysis of clients and qualify leads.
- Book and confirm high-quality on-site estimates and sales appointments aligned with project objectives.
- Project Management
- Continuously improve outreach approach through upskilling
- Exceeding Sales Targets
- Liaise with clients
- Interact electronically with customers
- Acquire and maintain product knowledge to enable effective service to customers
- Introducing products or services, utilizing scripts to explain features, and persuading prospects to act



WORK EXPERIENCE

EQNX TURF
Virtual Assistant

MARCH 2025 TO
PRESENT

- Make outbound calls to Home Owners, Businiesses introducing products and services
- Conduct needs analysis of clients and qualify leads.
- Book and confirm high-quality sales appointments aligned with project objectives.
- Project Management
- Recruiting of staff
- Assist clients with Turf Projects
- Share insights and prospect feedback with clients to improve messaging and targeting.
- Continuously improve outreach approach through upskilling
- Exceeding Sales Targets
- Liaise with customers and clients
- Interact electronically with customers
- Acquire and maintain product knowledge to enable effective service to customers
- Introducing products or services, utilizing scripts to explain features, and persuading prospects to act

- Call and text inbound leads only (no cold calling)
- Answer customer questions about artificial turf
- Follow up with potential clients who requested information
- Qualify leads and determine project details
- Schedule estimate appointments for our field team
- Keep notes and update lead status
- Help convert leads into booked projects

SKILLS

- Sales Closer
- Outbound Calling
- Effective Communication
- Inside Sales Experience
- Project Management
- Sales Professional
- Time Management
- Exceed Sales Targets
- Critical Thinking
- Strong attention to detail and CRM discipline
- Hunter Mentality
- Goal-oriented



WORK EXPERIENCE

Home Pro Renovations

Appointment Setter

NOVEMBER 2025
TO FEBRUARY 2025

- Make outbound calls to Home Owners, introducing products and services
- Conduct needs analysis of clients and qualify leads.
- Book and confirm high-quality sales appointments aligned with project objectives.
- Keep accurate and detailed records of your outreach activity in our CRM.
- Share insights and prospect feedback with clients to improve messaging and targeting.
- Continuously improve outreach approach through upskilling
- Exceeding Sales Targets
- Liaise with customers and clients
- Interact electronically with customers
- Acquire and maintain product knowledge to enable effective service to customers
- Manage and close inbound leads from high volume phone calls and website sign-ups
- Introducing products or services, utilizing scripts to explain features, and persuading prospects to act



WORK EXPERIENCE

Goals Plastic Surgery Remote Patient Sales Closer

2026 - PART TIME

- Lead Conversion & Closing: Proactively engage with potential patients via phone, text, chat, and email to convert inquiries into booked procedures.
- Consultation & Education: Conduct virtual consultations to educate patients on procedures (liposuction, BBLs, mommy makeovers), pricing, and financing options.
- Lead Management (CRM): Utilize CRM systems (e.g., Zoho) to track, manage, and follow up on high volumes of patient leads diligently.
- Relationship Building: Build trust with patients to guide them through major, life-changing decisions with empathy and professionalism.
- Administrative Accuracy: Accurately document patient records, treatment plans, and financial agreements in accordance with HIPAA regulations.

EDUCATION

- Sales and Marketing Management
- Human Resource Management
- Health and Safety
- TEFL - Online English Teaching



WORK EXPERIENCE

Win Academy Real Estate
Appointment Setter

2026 - PART TIME

- Manage and close inbound leads from phone calls and website sign-ups
- Consult with prospective clients to understand their needs and match them with the right product
- Guide customers through the full sales process, from first contact to final purchase
- Maintain detailed notes and pipeline stages in Fusion AMS Pro CRM
- Follow up proactively on older leads with long buying cycles
- Report key metrics and performance data to management regularly
- Collaborate with the admin and stock teams to ensure smooth handover post-sale



WORK EXPERIENCE

Perx Consulting for Telkom
Floor Manager / Branch Manager

2019 - 2022

- Make outbound calls to business professionals and clients, introducing products and services
- Conduct needs analysis of clients and qualify leads.
- Book and confirm high-quality sales appointments aligned with project objectives.
- Keep accurate and detailed records of your outreach activity in our CRM.
- Share insights and prospect feedback with clients to improve messaging and targeting.
- Continuously improve outreach approach through upskilling
- Exceeding Sales Targets
- Identify Sales Targets for each Agent per category
- Liaise with customers and clients
- Interact electronically with customers
- Acquire and maintain product knowledge to enable effective service to customers

COMPUTER SKILLS

- Microsoft Office
- Microsoft Teams
- Calendar Management
- Hubspot
- Zendesk
- Google Meet
- Zoom
- Voov
- myAnt
- Zoho
- Vonage
- RingCentral
- Kixie
- GHL
- Hubstaff
- Vicidialer
- Google Sheets

WORK EXPERIENCE - CONTINUE

Perx Consulting for Telkom
Floor Manager / Branch Manager

- Ensure consistency in terms of a high level of customer service delivery
- Compile feedback and/or reports as requested
- Calendar Management
- Good knowledge of account management and principles of effective customer services processes
- Designing marketing products
- An understanding of basic financial terminology and processes (e.g. budget, expenditure, investment, loan, cash-flow, working capital, forecasting, variance analysis, cost)
- Meeting briefings
- Drafting of meeting minutes
- Plan, prioritize, resource allocation, and deliver services on time
- Develop and drive the execution of agreed projects
- Drive the implementation, tracking, monitoring, and compliance of Projects
- Coordinate all communication with customers
- Adopt a customer-centric approach
- Tele sales and Ecommerce sales



WORK EXPERIENCE

Dada School
Online English Teacher

2019

- Lesson planning
- Present lessons that refine the reading and communicating skills of students
- Conduct classes online
- Tailoring my teaching style in accordance with students' needs
- Managing interpersonal dynamics to ensure that the class is conducive to learning
- Tracking and reporting on students' progress



WORK EXPERIENCE - CONTINUE

THESEN SAWMILL A DIVISION OF PG BISON

2017- 2019

External Sales Co-Ordinator

- Make outbound calls to business professionals and clients, introducing products and services
- Conduct needs analysis of clients and qualify leads.
- Book and confirm high-quality sales appointments aligned with project objectives.
- Keep accurate and detailed records of your outreach activity in our CRM.
- Share insights and prospect feedback with clients to improve messaging and targeting.
- Continuously improve outreach approach through upskilling
- Exceeding Sales Targets
- Identify Sales Targets for each Agent per category
- Liaise with customers and clients
- Interact electronically with customers
- Acquire and maintain product knowledge to enable effective service to customers
- Coordinate all communication to customers and the sales team
- Tracking of customer orders
- Receive all new enquiries and orders
- Give enquiries and orders to internal Sales Coordinator for evaluation
- Communicate lead times on new enquiries to customers
- Input of new orders based on lead times
- Tele sales
- Ecommerce sales
- Ordering of stock



WORK EXPERIENCE - CONTINUE

MTN Business - Telecommunication Company Account Manager

2006- 2015

- Make outbound calls to business professionals and clients, introducing products and services
- Conduct needs analysis of clients and qualify leads.
- Book and confirm high-quality sales appointments aligned with project objectives.
- Keep accurate and detailed records of your outreach activity in our CRM.
- Share insights and prospect feedback with clients to improve messaging and targeting.
- Continuously improve outreach approach through upskilling
- Exceeding Sales Targets
- Identify Sales Targets for each Agent per category
- Liaise with customers and clients
- Interact electronically with customers
- Acquire and maintain product knowledge to enable effective service to customers
- Coordinate all communication to customers and the sales team
- Tracking of customer orders
- Receive all new enquiries and orders
- Give enquiries and orders to internal Sales Coordinator for evaluation
- Communicate lead times on new enquiries to customers
- Input of new orders based on lead times
- Tele sales
- Ecommerce sales
- Ordering of stock
- Sales and Marketing of SME Business Products and Services
- Sales and Marketing of Consumer Products and Services
- Sales and Marketing of ICT Products and Services (e.g. Broadband Internet Access / VoIP Products / Dedicated Internet Access, etc.)
- Calendar Management
- Good knowledge of account management and principles of effective customer services processes
- Project Management
- An understanding of basic financial terminology and processes (e.g. budget, expenditure, investment, loan, cash-flow, working capital, forecasting, variance analysis, cost)
- Meeting briefings
- Drafting of meeting minutes
- Plan, prioritize, resource allocation and deliver services on time



WORK EXPERIENCE - CONTINUE

MTN Business - Telecommunication Company
Sales Co-Ordinator

2006- 2015

- Weighing up the pros and cons, making sense of information
- Problem solving
- Business Acumen
- Daily high level tele communication
- Work consistently according to standard operating procedures
- Analyse situations and take necessary action to ensure quality is maintained.
- Develop and drive the execution of agreed projects
- Drive the implementation, tracking, monitoring and compliance of Projects
- Contract management in line with Procurement Policies
- Co-ordinate project reporting
- Ensure effective implementation of the integrated project management model
- Risk management
- Determine, document, and review requirements for projects within the scope of the value stream or impacting processes and systems
- Design, analyse and document workflow and make appropriate recommendations that will positively impact operational effectiveness
- Identify Business Improvement and Optimization opportunities that will result in improvement of process performance
- Ensure that benchmarking is conducted with other companies and organizations within and outside the industry.
- Construct business cases for initiations proposed by the business. Research and consider best practice, local conditions, trends, as well as competitor activity
- Identify and implement innovative ways to use minimum resources to achieve maximum outputs
- Adopt a customer centric approach
- Meet monthly targets
- Build employee relations and collaborative teamwork
- Build professionalism, loyalty and commitment to the organization
- Communicate actively and effectively resolving any potential conflicts that may arise
- Have the self-insight and flexibility to adapt to different situations
- Clarifies priorities, plans, organizes and co-ordinates the work of others
- Good knowledge of technical concepts (as appropriate)
- Through knowledge of mobile Data trends and supporting technologies
- Sales and Marketing of MTN Business Products and Services (E.g. MTN Mychoice/ MTN Anytime Packages / Data packages/ Prodata packages / MTN Business Broadband / MTN Dedicated Internet Services, etc.)



WORK EXPERIENCE - CONTINUE

MTN Business - Telecommunication Company
Sales Co-Ordinator

2006- 2015

- Knowledge of the GSM market
- Knowledge of Business ICT Products
- Knowledge of current and relevant legislation familiar with Telecommunication products and services
- Provide input into operational and promotional planning which will ensure revenue growth within an allocated portfolio of accounts
- Monitor growth opportunities through competitor activity scanning and feedback to business on such opportunities for further development
- Recommend ways to exploit new opportunities to grow the business further
- Provide input into the fine tuning of processes, systems and support in line with changing work practices
- Maintain a thorough knowledge of commercial terms of agreements and manage and grow commercial relationships within assigned portfolio of accounts
- Carry out commercial relationship obligations (or assist into) within allocated portfolio of accounts, after commercial agreements are concluded
- Assist with the management and maintenance of account and promotional plans for an assigned portfolio of accounts
- Provide assistance with the end-to end management of sub-portions of the Key Account managers / Senior Account Managers accounts under their supervision
- Manage allocated accounts in line with regional/channel strategy and macro-plans as defined by the channel/sub-channel/ regional managers
- Resolve escalated issues or escalate as appropriate
- Implement innovative promotional activities in line with Marketing and channel objectives, requirements and guidelines
- Increase MTN brand presence continuously by increasing MTN influence within the allocated portfolio of accounts
- Provide input into the forecasting of acquisition numbers, retention numbers and stock required for the allocated portfolio of accounts
- Liaise with relevant areas to ensure deliver of SLA for the assigned portfolio of accounts (e.g. supply chain, billing, etc).
- Support in the identification of P & S information and training requirements for staff within allocated portfolio of accounts and liaise with Marketing and Training to ensure provision of effective information and training as required
- Provide regular feedback on competitive threats to MTN Business and advise on product/service enhancement requirements
- Provide feedback on MTN's risk exposure regarding the financial performance of the allocated portfolio of accounts and provide recommendations as appropriate

