Delphine Okorafor-Baines

Outbound Telemarketing Agent, Subscriptions and Home Services

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SUMMARY

Outbound telemarketer with 5 years selling subscriptions, home services and event tickets by phone. Handles 55 to 70 dials an hour with a 9% contact-to-sale rate and a 98% quality score on recorded calls. Careful with do-not-call scrubbing, consent scripts and accurate order entry in Five9 and Salesforce.

EXPERIENCE

Senior Outbound Sales Agent — Prairiewind Media Subscriptions

Tulsa, OK · Jan 2022 – Present

- Make 55 to 70 outbound dials an hour to lapsed newspaper and magazine subscribers, winning back about 1,150 accounts a year.
- Hold a 9.2% contact-to-sale rate over 3 years, 2.4 points above the team average of 14 agents.
- Score 98% on monthly quality reviews of recorded calls, including consent wording and price disclosures.
- Raised average order value from $54 to $71 by offering annual plans first and monthly plans second.

Telemarketing Representative — Cimarron Contact Solutions

Oklahoma City, OK · Aug 2019 – Dec 2021

- Called homeowners for 3 home services clients, booking 6 to 9 in-home estimate appointments per 8-hour shift.
- Kept a 91% appointment show rate by confirming each booking with a text and a next-day callback.
- Flagged 40+ numbers a month for the internal do-not-call list, with 0 compliance complaints on my calls in 2 years.
- Ranked in the top 3 of 22 agents for 7 of 10 months on a seasonal gutter-guard campaign.

SKILLS

Dialers and CRM: Five9, Genesys Cloud, Salesforce, HubSpot, predictive and preview dialing

Selling by phone: Openers, objection handling, upselling, appointment setting, win-back offers

Compliance: Do-not-call scrubbing, TCPA consent scripts, recorded verification, price disclosure

Metrics: Contact rate, conversion rate, average order value, quality score, talk time

CERTIFICATIONS

TCPA and telemarketing compliance training, 2024

EDUCATION

High school diploma, Booker T. Washington High School, Tulsa, 2018

Fictional example by FindAJobAI: the person, employers and numbers are invented.