SARAH TAYLOR

SALES REPRESENTATIVE | OUTBOUND SALES & CUSTOMER COMMUNICATION

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LinkedIn | **Medium** | **Substack** | **Flickr** | **Amazon Author**

PROFESSIONAL SUMMARY

Outbound sales call representative at Top Rated Online in Ann Arbor with a strong record of connecting with customers, explaining offers in plain language, and closing sales. Eight years of client-facing work built sharp listening skills and an easy rapport with all kinds of people, and four published books show in clear, confident communication. Seeking a sales representative role where I can keep building on that record.

CORE SKILLS

Outbound Sales Calls | Needs Assessment | Objection Handling | Building Rapport | Active Listening | Persuasive Communication | High-Volume Calling | Script Adaptation | Follow-Through | Time Management

PROFESSIONAL EXPERIENCE

Call Representative | Top Rated Online | Ann Arbor, MI **2026–Present**

- Make a high volume of outbound sales calls, presenting offers clearly and persuasively and closing sales.
- Consistently strong sales performance, built on quick rapport and honest, plain-language explanations of what is being offered.
- Identify each customer's needs, answer questions, and work through objections calmly until the next step is clear.
- Follow detailed scripts and compliance guidelines while adapting the conversation to each caller.

Content Rater | TELUS Digital | Remote **2025–2026**

- Rated search results for relevance and quality using Needs Met and Page Quality guidelines.
- Applied E-E-A-T and YMYL standards to judge the accuracy and trustworthiness of web content.

Caregiver | Addus Homecare and Other Agencies | Michigan **2018–2026**

- Support clients with varied physical, cognitive, and communication needs, adjusting how information is explained to each person.
- Build trust through active listening, calm explanation, and dependable routines.

PUBLICATIONS

- *Almost: Notes from Recovery and the Road*
- *Bella of Rose: Not a Loud Kind of Love*
- *The Quiet After: Learning How to Stay*
- *The Long Way Home* (poetry)
- Personal essays and memoir published on Substack (@sjtwrites94) and Medium.

EDUCATION

Bachelor of Arts in English | Arizona State University, Online | Expected 2029

Minors: Photography, Technical Communication

ADDITIONAL QUALIFICATIONS

- Authorized to work in the United States; equipped with stable internet and clear audio/video for remote work.