

Jessica Claire

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SUMMARY	<p>Highly educated Client success Manager known for improving service quality with 20+ years of experience in the client facing industry. A gifted mentor patiently works with people and remain composed in all sorts of situations. Looking for a new position with an organization in the Customer Success Manager sector. Best known for strategic thinking, and detail orientation.</p>
SKILLS	<ul style="list-style-type: none">Project ManagerRisk ManagementCustomer RelationsGoal OrientedComputer skillsCritical thinkingTraining & developmentRelationship buildingData managementConflict resolutionMultitaskingSoft SalesProblem resolutionDecision-making
EXPERIENCE	<p>CLIENT ADVOCATE 02/2019 to CURRENT</p> <p>Marathon Health Center, TX</p> <ul style="list-style-type: none">Maintained a client baseAnswered questions and responded to inquiries to deliver high level of service to clients.Built and maintained strong relationships with clients by successfully resolving issues and responding promptly to phone inquiries.Facilitated classes, workshops and meetings to address client needs.Subscription management for yearly renewalUtilized client management database to record client progress and document relevant information.Upsell benefit packagesOnboarding clientsConduct cadence calls with the customer to ensure they stay on track with their projectAssist the customer in managing their accountCompiled customer feedback for cross-functional departments to improve product or service features.Remained calm and professional in stressful circumstances and effectively diffused tense situations.Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.Demonstrated excellent communication skills in resolving product and consumer complaints.Developed strong customer relationships to encourage repeat business.Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.De-escalated problematic customer concerns, maintaining calm, friendly demeanor.Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.Asked probing questions to determine service needs and accurately input information into electronic systems.Educated customers on company offerings.Fielded customer complaints and queries, fast-tracking for problem resolution.Made outbound calls to obtain account information. <p>HUMAN RESOURCES SPECIALIST 01/2018 to 02/2019</p> <p>Illinois Action For Children Homewood, IL</p> <ul style="list-style-type: none">Created, organized and maintained employee personnel files to keep sensitive data secure.Guided new hires through orientation and onboarding and explained documentation requirements to facilitate HR process.Initialized background checks for potential new hires.Reviewed and processed payroll-related actions to drive data accuracy and comply with company policy and federal and state regulations.Developed and maintained training materials and benefits packets for new hires.Guided employees through automated self-service platform for real-time attendance tracking and queries.Answered questions regarding salaries, benefits and other pertinent information.Coordinated training schedules and filed crucial administrative paperwork.Managed payroll for temporary, hourly and salaried employees.Gathered timesheets to prepare weekly payroll data for processing by payroll coordinator.Organized and maintained payroll information by entering data, deleting errors, calculating and collecting information.Calculated accurate wages, including overtime, salary increases and bonuses. <p>CUSTOMER SUCCESS SPECIALIST 12/2014 to 12/2018</p> <p>Vista Equity Partners New Orleans, LA</p> <ul style="list-style-type: none">Managed Payroll for clientsAnswered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.Remained calm and professional in stressful circumstances and effectively diffused tense situations.Developed strong customer relationships to encourage repeat business.Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.De-escalated problematic customer concerns, maintaining calm, friendly demeanor.Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.Asked probing questions to determine service needs and accurately input information into electronic systems.Educated customers on special pricing opportunities and company offerings.Upheld quality control policies and procedures to increase customer satisfaction.Used proven techniques to de-escalate angry customers during telephone interactions.Made outbound calls to obtain account information.Drove customer escalations to resolution by engaging directly with clients.Established relationships with clients by anticipating needs and requirements and identifying best offerings to promote positive outcomes.Assessed customer issues, researched solutions and implemented corrective actions to maintain high satisfaction.Evaluated current products and paperwork for compliance with client success guidelines.Communicated well with clients through phone calls and online meetings to maintain satisfaction and keep parties current with changing environment.Resolved issues concerning software and hardware for clients.Monitored client renewals and reviewed all documentation and data to maintain compliance. <p>EDUCATION AND TRAINING</p> <p>FPC Certification 2013 Payroll 01/2012</p> <p>American Payroll Association</p> <p>UICasound Diagnostic Diagnostic Medical Sonography 06/2000</p> <p>Sanford Brown Institute, Garden City, NY</p> <p>BUSINESS</p> <p>Nassau Community College, Garden City, NY</p>