

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Engaging and hardworking MBA Graduate with ability to monitor work quality, manage key milestones and deliver exemplary customer service seeking Customer Research Project Manager position.

SKILLS

- Analytical Skills
- Able to manage multiple research projects with tight deadlines.
- Skilled in multiple regression and discriminant analysis
- Excellent at creation and delivery of visual data
- Customer research
- Customer focused-service
- Coordinating team projects
- Software research and development
- Proficient in SAS

WORK HISTORY

11/2018 to Current **Customer Service Advocate**

Bmw Group – Minooka, IL

- Manage accounts and orders by checking for stock availability and delivery time lines. Work with other departments to resolve order issues and delays
- Act as a subject-matter expert in communication between customers and management, provide feedback to marketing team to help realign strategy to match customers needs.
- Cultivate key business relationships and consistently deliver on commitments and value by providing positive and professional experience resulting in 90% customer satisfaction
- Cultivate cross-functional synergies with Sales, Purchasing and Credit teams to increased sales by 25% through proactive approaches and negotiation techniques in targeted new markets

07/2013 to 11/2018 **OPERATIONS SUPERVISOR**

Live Nation Entertainment Inc – Detroit, MI

- Supervised team of associates and senior associates (coached, monitored, verified data, conducted evaluations within departmental guidelines and established timeframes.
- Maximized team productivity by managing deadlines and adjusting workflows as needed resulting in 95% customer satisfaction rate
- Ensured contract obligations were met and service levels are consistently achieved.
 - Tracked results of all assessments and facilitated remediation plans to strengthen and improve governance, risk and compliance principles used company-wide.
 - Responsible for proactive program performance analysis development. This included gathering information for program business reviews including statistical trends of current program performance as well as recommendations for future improvements/enhancements to program.
 - Managed client and internal relationship building to ensure revenue growth and account retention goals were consistently met.
 - Responsible for coordinating client visits/meetings to ensure established goals are obtained.
 - Managed program compliance/PCI standards and facilitated quarterly site audits.
 - Consistently monitored outside sources for market/industry trends
 - Led and managed client-driven projects and enhancements from conception to production
- Monitored employee performance and provided coaching and constructive guidance to address areas of concern.
- Coordinated presentations for management and clients detailing project scope, progress and results, keeping all entities well-informed of milestones and goals.
- Identified escalations that needed immediate attention and recommended appropriate solutions.
- Participated in efforts to continuously improve research tools, methodologies, vendor strategies and other solutions that support a best-in-class enterprise research and insights capability.

07/2011 to 07/2013 **KEY ACCOUNT MANAGER**

Honeywell – Prairie Village, KS

- Managed multiple research projects new software products, and markets as required including: Select the appropriate research methodology and supporting techniques Identify and manage research partners.
- Designed qualitative and quantitative research plans, including research of customers markets, industry trends and competition activities - grew revenue 18% through customer education and product offerings.
- Planned marketing initiatives and leveraged referral network to promote business development.
- Evaluated suppliers to assess quality, timeliness and compliance of deliveries, maintain tight cost controls and maximize business operational efficiency.
- Designed and directed all human resource functions for new products including recruitment, hiring, training, and on-boarding
- Defined appropriate metrics and measurements to drive results - set and cascaded targets to sales team resulting in meeting sales goal
- Boosted customer satisfaction by providing teams with training and skills to optimize service delivery in alignment with individual needs

11/2010 to 07/2013 **Business Manager**

Hackensack University Medical Center – Forked River, NJ

- Directed day-to-day operations of multiple locations focused on attainment of metrics and continuous improvement initiatives - assessed individual and team performances, analyzing data trends to determine best methods to improve sales
- Collaborated with senior management to Identify market product demands and customer trends to bring in new customers and retain existing ones for sustainable profits
- Managed and led marketing campaign strategies, which contributed to a 51% percent lift in customer retention
- Responsible for coordinating and managing client quarterly assessments across all sites, as well as ensuring corporate policies aligned with client contract requirements.
- Conducted activity-based analysis of business processes and made recommendations based on findings

EDUCATION

09/2019

MBA: Business Administration

Franklin University - Columbus, OH

08/2011

Bachelor of Arts: Accounting And Business/Management

Bluffton University - Bluffton, OH

- Minored in Computer Science