

ELIAS GRANT

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SUMMARY

Customer Service Advisor skilled in exceeding sales goals and company expectations by expanding client base and maintaining high standards of customer service. Expertise in balancing customer needs and company demands. Effectively builds loyalty and long-term relationships with customers as part of a high-performing team.

HIGHLIGHTS

- Cold and warm calling
- Revenue generation
- Service-minded
- Technologically savvy
- Friendly
- Proficient negotiator
- Motivated and hard working
- Creative problem solver
- Reliable
- Proactive

ACCOMPLISHMENTS

- Met monthly sales goals for 10 months straight.
- Routinely helped as many as 150 customers each day in a high-volume environment.
- Consistently exceeded daily sales targets by 10-50%.
- Grew customer portfolio 15% in one year.

EXPERIENCE

02/2006 to Current

Customer Service Advisor

Wholesale Linens - New Cityland, CA

- Maintain thorough knowledge of product and service offerings in order to accurately answer all questions and effectively recommend correct offerings.
- Cold and warm call prospective clients to establish new business.
- Follow up with established customers to offer additional products or services.
- Document all customer inquiries and comments thoroughly and quickly.
- Coordinate between billing department and customers to resolve problems.
- Created customer database with detailed notes to review on future calls in order to cement relationships with key clients and maintain revenue streams.

10/2003 to 01/2004

Customer Service Advisor

Design by Mira - New Cityland, CA

- Greeted customers in a timely fashion, while quickly determining their needs.
- Answered customer questions about product availability and shipment times.
- Placed special merchandise orders for customers.
- Held initial design consultations to assess customer needs and develop scope for owner to review.
- Set up design displays to highlight concepts in showroom.
- Contacted clients to set up appointments, request information, and survey satisfaction.

EDUCATION

Danner College - New Cityland, CA

Coursework in Technical Writing, Marketing, English, and Computer Science