

# Faye Rempel

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## EXPERIENCE

### SENIOR CUSTOMER ADVOCATE

#### Phoenix, AZ

09/2014 – present

- Providing recommendations regarding setting metrics and tracking results
- Builds and fosters a broad network across the customer and across EMC
- Builds key relationships and effective networks
- Assists with and participates in project work
- Communicates relevant service updates and recommendations to both internal & external customers to ensure a level of compliance and performance
- Leverages big data analysis to provide customer environment insight and uses data to build a compelling account plan and strategy
- Proactively communicate positive changes within Windstream, including service model enhancements, new products, network expansions, responses to customer feedback, etc

### CUSTOMER ADVOCATE PROGRAM CUSTOMER PRODUCT REFERENCE SPECIALIST

#### Los Angeles, CA

04/2011 – 04/2014

- Provide product expertise to help build/develop references and reference content (review content, provide product trainings for content writers or peers)
- Lead the development of customer references and day-to-day management of assigned Oracle cloud Applications product reference activities
- Provide reporting on outcome of each of the above sales/marketing activities (Reference Usage) for stakeholders and management
- Build and maintain relationship with product development, product marketing, PR managers etc
- Lead the development of customer references and day-to-day management of assigned Oracle technology product reference activities
- Lead the development of customer references and day-to-day management of assigned Oracle Cloud Services product reference activities
- Supervise progress of ongoing requests, and escalate concerns or roadblocks to management early in the process

### CUSTOMER ADVOCATE

#### Philadelphia, PA

09/2005 – 11/2010

- Create and improve relevant processes, procedures and product templates
- Make outbound calls to new and seasoned leads in our Lead Management system
- Innovator with demonstrated success in project management and process improvement
- Develops and maintains strategic relationships with Field personnel and Division management teams up to and including the Division Presidents
- Works directly with New Home Contact Center Manager and other Contact Center associates, including some shared job duties as part of a team
- Collaborate with Social Media Manager in establishing and maintaining a consistent writing style and voice across all communications
- Develops strong working relationships with customers and DMEa internal team members

## EDUCATION

### CHAPMAN UNIVERSITY

Bachelor's Degree in Applicable Field

## SKILLS

- Demonstrated ability to learn quickly and effectively apply new knowledge and skills
- Attention to detail with an ability to multi-task and work in a fast-paced environment
- Demonstrated ability to coordinate and collaborate as a team player to build strong relationships, and demonstrate respect for colleagues at all times
- Possesses strong product/technology/industry knowledge
- Demonstrated ability to quickly assess issues and coordinate effective solutions, despite obstacles
- Excellent written communication skills with expert knowledge of Microsoft Word, Excel, and PowerPoint
- Excellent organizational skills and attention to detail
- Work to develop the capability of the end-users at the Health Ministry, assisting in working knowledge to submit issues in order to reduce and avoid exceptions
- Ability to work in non-air conditioned environment, where applicable
- Strong customer account management knowledge