

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105 • (555) 432-1000 • resumesample@example.com

Summary

High-energy sales and customer relations professional well-versed in communicating with different individuals and negotiating successful solutions. Focused on offering superior support and meeting all production targets. Creative in applying expertise in Customer Service to building robust solutions that enhance loyalty, promote retention and support revenue objectives. Skilled in leadership functions such as training and mentoring new associates. Also I'm a Motivated Senior Sales Representative with 3 years of Sales experience and dedication to mentorship. Proficient in market research and analysis. Proven ability to exceed sales goals and retain clients.

Self-motivated customer service team member passionate about utilizing skills to maximize customer retention. Highly accurate and efficient with strong investigation, problem-solving and critical thinking skills. Expert in correcting issues with little oversight and bringing more than 4 years' experience in the call center setting. I'm very

Hardworking, detail-oriented and tenacious in developing and pursuing solutions to customer concerns. Adept at balancing company objectives with customer desires. Level-headed and positive in every customer interaction.

Skills

- Sales closing
- Lead generation
- Customer retention abilities
- Self-motivated
- Finance
- Skilled multi-tasker
- Safety oversight
- Complaint resolution
- Coding
- Quality control enhancement
- Program support
- Documentation review
- CPR and first aid education
- Reporting
- Public relations
- Technology planning
- Store opening and closing
- Skill building
- Safety and compliance
- Inspection procedures
- Scheduling and calendar management
- Report writing
- Customer relations
- Account maintenance
- Persuasion strategies
- Solution development
- Data review
- Relationship building
- Time management
- Documentation abilities

Experience

Customer Service Representative, 01/2019 to 01/2020

Curtiss Wright – Idaho Falls, ID

- Evaluated customer account information to assess current issues and determine potential solutions.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Reviewed account and service histories to identify trends and issues.
- Consulted with customers to determine best methods to resolve service and billing issues.
- Collected customer feedback and recommended procedural or product changes to enhance future service delivery.
- Escalated customer concerns, store issues and inventory requirements to supervisors.
- Greeted customers to facilitate services, determine service needs and accurately input orders into electronic systems.
- Cross-trained staff members, resulting in [Number] % increase in customer satisfaction ratings.
- Maintained revenue streams by exhausting every option before offering refunds.
- Supported end-users by responding quickly to phone messages and following up on complaints
- Reduced process lags and effectively trained team members on best practices and protocol.
- Maintained calm, friendly demeanor with upset customers to de-escalate stressful situations.
- Documented conversations with customers to track requests, problems and solutions.
- Addressed customer service inquiries quickly and accurately.
- Created and implemented process improvements to reduce workloads and bolster callback efficiency.
- Delivered high level of service and support to each customer, paving way for future business opportunities.
- Worked with managers to develop service improvement initiatives.

Customer Advocate, 07/2016 to 08/2019

Zendesk – Madison, WI

- Consulted with customers to discuss concerns and offer detailed information.
- Reached out to providers to help develop comprehensive solutions.
- Collaborated with Product Development teams to ensure all products met or exceeded standards.
- Researched problems with benefits, accounts and services with speed and accuracy.
- Used different knowledge banks to research customer problems and develop accurate responses.
- Developed comprehensive test plans with clients to facilitate quality results.
- Conducted surveys to measure customer satisfaction and identify top issues.
- Developed recommendations for changes in policy and offerings by analyzing consumer research.
- Maintained records of general customer service data, as well as customer complaints and results using [Software].
- Proactively recommended changes based on consumer needs and market trends to grow company.
- Engaged with customers and worked to resolve product and service issues.
- Established membership loyalty, executing flawless customer retail account management.
- Completed diverse tasks on daily basis to serve customer needs, including processing and issuing money orders, managing returns and exchanges, and logging daily shipments.
- Improved service quality and increased sales by developing strong knowledge of company's products and services.
- Escalated customer satisfaction ratings by offering valuable insights to customers needs and expectations.
- Documented conversations with customers to track requests, problems and solutions.
- Capitalized on opportunities to enhance customer experiences and bring in repeat business.
- Exceeded team goals and collaborated with staff to implement customer service initiatives.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Prevented key account losses by researching discrepancies for corrective action.
- Achieved high customer satisfaction scores by de-escalating complaints quickly.
- Achieved top satisfaction, retention and referral rankings on consistent basis.

Patient Registrar, 03/2014 to 04/2015

Beth Israel Lahey Health – Westwood, MA

- Ensured quality patient care from admission to discharge through direct supervision of all nursing and ancillary staff.
- Revised policies and procedures in accordance with changes in local, state and federal laws and regulations.
- Diagnosed and treated patients with chronic and acute health problems, including MI, arrhythmias, asthma, COPD, pneumonia.
- Developed patient care plans, including assessments, evaluations, and nursing diagnoses.
- Created individualized service or program plans by assessing resident history and preferences.
- Greeted visitors and established purpose of visit to complete check-in procedure quickly.
- Ensured proper care for victims of domestic violence visiting urgent care clinics.
- Set and managed patient appointment schedules using (Epic).
- Monitored nursing and operation of support departments to ensure that resident needs were met and facility was properly maintained.
- Worked with nurses and other clinical staff to process patients and direct to appropriate departments.
- Checked daily doctor schedules and verified insurance.
- Accessed patient information through variety of office software applications, maintaining strict confidentiality to remain compliant with HIPAA regulations.
- Met with patients and their families to discuss medical procedures, medications, treatments and continuing care plans.

Education and Training

High School Diploma

Helix High School - La Mesa, CA