

# Jessica Claire

📍 100 Montgomery St. 10th Floor    📞 (555) 432-1000    ✉️ resumesample@example.com

## SUMMARY

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.

## SKILLS

- Project Manager
- Risk Management
- Customer Relations
- Goal Oriented
- Computer skills
- Critical thinking
- Training & development
- Relationship building
- Data management
- Conflict resolution
- Multitasking
- Soft Sales
- Problem resolution
- Decision-making

## EXPERIENCE

**CLIENT ADVOCATE** 02/2019 to CURRENT

**Marathon Health | Center, TX**

- Maintained a client base
- Answered 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 renewal
- Utilized client management database to record client progress and document relevant information.
- Upsell benefit packages
- Onboarding clients
- Conduct cadence calls with the customer to ensure they stay on track with their project
- Assist the customer in managing their account
- Compiled 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.

**HUMAN RESOURCES SPECIALIST** 01/2018 to 02/2019

**Illinois Action For Children | Homewood, IL**

- 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.

**CUSTOMER SUCCESS SPECIALIST** 12/2014 to 12/2018

**Vista Equity Partners | New Orleans, LA**

- Managed Payroll for clients
- Answered 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.

## EDUCATION AND TRAINING

**FPC Certification 2013 | Payroll** 01/2012

**American Payroll Association**

**Ultrasound Diagnostic | Diagnostic Medical Sonography** 06/2000

**Sanford Brown Institute, Garden City, NY**

**Business**

**Nassau Community College, Garden City, NY**