

JESSICA CLAIRE

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Professional Summary

Customer Manager offering a 8-year track record of cultivating customer loyalty and retention. Accustomed to working in fast-paced environments with decisive problem-solving skills and competency in defusing high-pressure situations. Superb analytical skills leveraged to proactively improve customer service processes and garner stellar customer feedback.

Skills

- Team leadership
- Training and development
- SAP and ERP system knowledge
- Inventory control
- Administrative tasks
- Team building
- Customer relations
- Website management
- Website development
- Logo design
- Corporate Branding
- Graphic design

Work History

Marketer/Graphic Designer, 03/2020 to Current

Atlas World Group, Inc. – Oakville, CA

- Worked with clients to gather and define requirements, establish scopes and managing project milestones.
- Designed website layouts, templates and unique branded looks.
- Created designs and collaborated with technical team to complete projects.
- Put together videos for social media, advertising and informational purposes.
- Designed creative digital displays used in on-line advertising for local businesses.
- Met with customers to present mockups and collect information for adjustments.
- Built corporate brands by designing cohesive looks between elements such as logos and letterheads.
- Applied knowledge of production to create high-quality images.

Travel Consultant, 02/2019 to 03/2020

Medpro Disposal – Park Ridge, IL

- Exceeded customer service satisfaction standards by understanding and anticipating clients' expectations
- Maintained and updated corporate traveler profiles with current information
- Advised clients on visa, passport and security requirements relating to destinations and confirmed flight details for each reservation
- Arranged travel accommodations for groups, couples, executives and special needs clients
- Completed accurate reservations for business travelers at point of sale
- Developed loyal clientele base due to excellent listening and research skills and keen understanding of travel budgets
- Discussed benefits of and information regarding travel insurance with clients and obtained best rates, which increased repeat business 25%
- Supervised credit and debit payments while handling sensitive information with professionalism and discretion
- Implemented automated office systems, optimizing client and data communications as well as records management
- Maintained operational proficiency in coordinating both international and domestic travel accommodations for customers, arranging for airfare as well as hotel and rental car reservations

Customer Service Supervisor, 06/2018 to 02/2019

Education First – Manchester, NH

- Directed personnel training and mentored team members to promote productivity, accuracy and commitment to friendly service
- Conferred with sales teams and team leaders to communicate targets, boost revenue and improve promotional strategies
- Exceeded team goals and collaborated with staff members to implement customer service initiatives
- Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction
- Established and updated work schedules to account for changing staff levels and expected workloads
- Supervised 12 entry level customer service agents in providing excellent customer service to callers requiring assistance for account page and case issues
- Critically monitored customer service operations to assess agent performance and provide evaluations and feedback
- Initiated investigations into complex or sensitive complaints, identifying solutions swiftly and to customer satisfaction
- Capitalized on multiple upsell opportunities with new and potential customers, resulting in 25% increase in revenues
- Supervised day-to-day customer service operations to provide staff with guidance and drive productivity
- Managed total department call volume of 250-400 per day and coordinated department schedules to maximize coverage during peak hours
- Quickly resolved issues using knowledge of company, which aided in building rapport and relationships with clients
- Coached team members to deliver hospitable, professional service while adhering to set service models
- Supervised and guided new employees on customer service and sales task, and responded quickly to questions, which improved understanding of job responsibilities

Customer Relations Manager, 07/2015 to 02/2019

Purple Lily Studio – City, STATE

- Performed duties and provided service in accordance with established operating procedures and company policies
- Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes, and followed up to ensure resolution
- Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients to ensure satisfaction
- Assisted with conflict resolution during partnership negotiations and acquisitions
- Organized daily workflow and ensured appropriate staffing to provide optimal service
- Strategized long-term business needs while driving customer feedback for process improvements
- Supervised daily operations and sales functions to ensure maximization of revenue, customer satisfaction and employee productivity,
- Made customers aware of current and new programs and services
- Capitalized on multiple upsell opportunities with new and potential customers, resulting in 50% increase in revenues
- Developed new employees and on-going performance assessment of current employees
- Scheduled and attended meetings with clients and prospective clients as requested
- Created activities and engagements to enhance customer experience, knowledge and patronage
- Managed customer relations on ongoing basis to maximize customer retention

Education

Bachelor of Science: Marketing, 05/2022

New York University - New York, NY