

HERBERT MURPHY

743 LEBSACK CRESCENT, NEW YORK, NY

PHONE

+1 (555) 498 6195

EXPERIENCE

KUTCH LLC

08/2020 – present

Boston, MA // *Customer Advocate*

- Support the sales team with administrative or licensing questions and interact with cross-functional teams when necessary
- Assist with customer support via incoming emails, calls, chats or tickets
- Built efficient and effective responsiveness into existing operations and help define new operational strategies
- Develop creative and proactive solutions to day-to-day problems
- Create and analyze reports as needed to support processes, metrics, and projects when necessary
- Experience with Salesforce or other CRM and strong Microsoft Office skills

RITCHIE AND SONS

09/2014 – 02/2020

Boston, MA // *Customer Advocate*

- Recent graduates welcome to apply!
- Proven success collaborating and building strong relationships with customers
- Experience evaluating customer situations, making decisions, and responding quickly to questions
- Experience working with various lines of business, CDHP, Medicare, Wellness, and Disease Management
- Strong experience supporting customers mainly via live chat but also phone and email
- Experience in a Swarming based support environment
- Proficiency in spoken and written // and English

EDUCATION

LIM COLLEGE

Bachelor's in Associates

SKILLS

- Expertise in SaaS retention and sales process
- Excellent knowledge of value driven sales
- Excellent communication skills, both written & verbal, with experience in building strong relationships with wide variety of personas such as business users, management, IT, and executive level
- Competence with reporting and information management tools, including MS Office Suite and CRM information management applications
- Identifies and communicates improvements
- Understand Business requirements and support change and policies internally and externally