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**Profile**

**Customer Service Administration • Customer Relationship Management • Office Support Management**

**Results Driven -** Accomplished, results oriented professional with extensive experience in customer service management,

customer support administration, customer escalation / resolution, sales support and office administration

**Dedicated -** Unwavering commitment for delivering the highest level of customer service by offering uncompromising

quality and value, while achieving operational excellence

**Professional Experience**

**Customer Service Representative 2020 – Present** *Pine Environmental Services – Irvine, CA*

♦ Manage customer inquiries for project requirements, equipment rental, order status, and general questions ♦ Review customer orders to confirm that equipment, accessories, consumables, quantities, price and any special contract instructions are understood ♦ Issue quotes for equipment rental based on availability, standard pricing and terms and conditions ♦ Cold -Call prospects that are generated by external sources of lead ♦ Take all inbound, unsolicited prospect calls and convert them into sales ♦ Prioritize the scheduling of delivery and pick-up of equipment with customers ♦ Communicate customer order confirmations and following up upon delivery ♦ Record and update CRM customer order and product details for every inquiry ♦ Promote a positive , conscious minded Health and Safety attitude

**Sales Administration – Student Loan Representative 2018-2019** *First Fidelity Services, Inc. – Tustin, CA*

♦ Exceeded customer service / sales support quotas for student loan consolidation and modification

♦ Dedicated Student Loan Transfer Agent focused on helping borrower’s qualify for government loan programs

♦ Heavy outbound and inbound calls, targeted specific marketing campaigns at a call completion of 600+ calls per day

♦ Qualified and Educated borrowers on all loan products and services with a concentrated focus on refinancing options

♦ Answers detailed questions about borrower’s financial status and transferred call directly to intake agent for application

♦ Creating successful calling scripts by managing qualifying conversations tailored to each borrower’s unique situation

♦ Delivered superior customer service by addressing client’s concerns, and by offering immediate resolution to their needs

**Customer Service / Sales Administration 2015 - 2017**

*Main Street Marketing, Inc. – Costa Mesa, CA*

♦ Ability to work well with others and bring and maintain a positive attitude

♦ Places outbound calls into customer accounts, creating, editing and updating account profile for B2B marketing campaigns

♦ Actively manages all inbound marketing leads, contacts, prospects and potential customer information from CRM database

♦ Explains products and services to new customers with a defined focus on the potential value the service provides.

♦ Answers detailed questions about auto dealer services (Direct Mail, Branding, Promotional Brochures, Logo Design, etc.)

♦ Targets new customers and focuses on achieving up selling contracts and services to existing customers.

♦ Excellent listening skills with the ability to ask probing questions, understand concerns, and overcome objections

**Call Center Representative 2014 - 2015**

*Lead Services, LLC – Garden Grove, CA*

♦ Completed daily call list, qualifying sales leads and persuading potential customers to complete auto warranty

application, offering low cost extended auto service agreements from the nation’s top service administrators

♦ Managed inbound sales leads, contacts, prospects and potential customer information from uploaded database

♦ Answer detailed questions about the auto service warranty policies and issues with account for the customers

♦ Perform basic CRM account record and maintenance activities including records of contact, accounts and orders

♦ Demonstrated experience in solid phone selling, lead generation and customer relationship management

♦ Strong work ethic and self-starter, able to effectively manage multiple priorities and adapt to change within a

fast-paced business environment focused on meeting and delivering unparalleled customer value

**Administrative Office / Residential Property Management 2010 - 2014**

*LG Properties, Inc. – Costa Mesa, CA*

♦ Oversees day-to-day activities of a private residential rental property portfolio

♦ Acquires tenants by advertising vacancies, creating and posting rental property advertising on craigslist, obtaining referrals

from current tenants, explaining advantages of location and services; showing properties, qualifying for income and credit

risks, etc.

♦ Contracts with Tenants by negotiating leases; 30 day lease agreements, FICO credit score and rental history verification,

debt to income verification, collecting security deposit, reviewing tenancy rules, rental property policies, procedures and

owner’s rights

♦ Maintain property service levels, by contracting for maintenance requests, supervising repairs and managing service

vendors from lawn care to plumbing, electrical, HVAC, paint interior / exterior, etc.

♦ Manage and serve eviction notices (3 & 30 day) and lock-outs, to ensure early property vacancy retention that ensures

quality of tenancy and rental consistency

♦ Ability to interface with all levels of individuals, both internally and externally, in a professional manner including tenants,

coworkers, vendors, real estate property agents and management

**Customer Support Administrator 2004 - 2009**

*NH Research, Inc. – Irvine, CA*

♦ Provided unparalleled customer support service for DC power supply testers, UPS (Uninterruptible Power Supply)

testers and DC electronic loads which are the primary products designed and manufactured by NH Research

♦ Responsible for customer and sales support calls with price availability for the Manufactured Power Test System

Product Division with tasks including answering customer queries, problem solving and providing detailed information on

new products, Sales Orders, RMA Numbers (return material authorization), data entry and provide quality shipping service

for NH Research product.

♦ Unwavering support to the NH Research sales team ensuring all sales and service objectives were met, in addition to

providing strong customer service that helped build sales and visibility, distinguishing themselves from competitors

♦ Managed the needs and requirements of high demand commercial accounts through extensive follow-up procedures

♦ Deescalated issues via problem resolution while maintaining professionalism, courtesy, empathy and a sense of urgency

♦ Ability to work within a fast paced, deadline oriented environment and manage multiple tasks

♦ Tasked at making administrative and procedural decisions and judgments on sensitive, confidential issues

♦ Prepared weekly sales reports for the sales team and sales management

**Education**

**Attended Edison High School – Huntington Beach, CA 1978 - 1981**

♦*Major - Business / Computer Science*

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**Skills**

♦Proficient with Microsoft Office Suite of Applications and Operating Systems:

♦Microsoft Windows 7 / 8 / 10 OS, Office, Excel, Word, Outlook, Power Point and ACT database software

♦ Frequent use of CRM / Sales Lead Management database software (Act, Google & Zoho)