

ROBERT SMITH

Jr. Customer Relations Coordinator

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SUMMARY

Customer Relations Team Leader offering over 10 years of diversified experience. Excellent communication and problem-solving skills. Dedicated to achieving customer satisfaction, as well as meeting or surpassing company expectations. Able to focus on projects, develop strategies and meet deadlines. Able to build a strong rapport with personnel, customers, and associates based on knowledge, professionalism, and integrity.

SKILLS

Microsoft capable, Excellent communication skills, Accurate in data entry.

WORK EXPERIENCE

Jr. Customer Relations Coordinator

ABC Corporation - September 2004 – February 2006

- Provided superior customer service and work quality while demonstrating attention to detail, flexibility, and innovation in resolving problems.
- Possess effective communication skills, and work well with others at all levels, supporting swift and positive resolutions.
- Communicates with internal and external customers to resolve inquiries.
- Responds to customers problems and inquiries in a professional manner to assure optimum satisfaction.
- Shares knowledge and information with team members to accomplish team goals and enhance service quality.
- Resolves billing questions and disputes, initiated customer calls, and performed data entry.
- Assists customers with their personal preferences and recommend products, which best suit their needs.

Customer Relations Coordinator

Spectrum Business - 2003 – 2004

- Provided an elevated customer experience to generate a loyal clientele.
- Answered product questions with up-to-date knowledge of sales promotions.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Served as the main liaison between customers, management and sales team.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Assisted with receptionist duties, file organization and research and development..

SCHOLASTICS

- Master of Business Administration - 2013(University of Phoenix)