

Robert Smith

Customer Relations Coordinator/Executive

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SUMMARY

Deals with internal and external customers at all levels via telephone and email, to ensure successful communication via actively listening and probing questions.

SKILLS

Filing and data archiving, MS Word proficient, Administrative support.

WORK EXPERIENCE

Customer Relations Coordinator/Executive

ABC Corporation - 2007 - 2007

- Answered telephone inquiries about the community, greeted visitors and retrieved/distributed faxes and mail.
- Provided accounts payable support as needed, hosted special events and completed marketing reports.
- Attended community marketing and professional networking events.
- Generated leads and maintain relationships with all lead sources.
- Responsible for all correspondence pertaining to potential residents and families.
- Ensured completion of all resident admission paperwork and move-in inspections.
- Created and maintained customer databases.

CUSTOMER RELATIONS COORDINATOR

ABC Corporation - 2002 - 2007

- 42102 Adaptive Enterprise is a Non-Emergency Transportation Service.
- We provide transportation for Medicaid clients to and from medical appointments.
- We also provide transportation for the JARC program through the Housing Authority of Bowling Green, Kentucky.
- The JARC program is a no-excuse program which allows lower income participants to have free transportation in order for them to maintain employment.
- My duties as the Customer Relations Coordinator are coordinating service with our clients and the facilities and establishing new accounts, My duties also include handling all complaints and issues from our clients, home providers, facilities and employees.
- My duties also include dispatching, payroll, transporting clients on an as needed basis, training new employees, and issuing, maintenance, and programming for all employee equipment..
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

High School Diploma - (Lake Brantley High School - Altamonte Springs, FL)