

Customer Relations Manager

ROBERT SMITH

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Objective

An effective leader with 3+ years of managerial experience with strong meeting, planning, and facilitation skills. Able to communicate effectively with all organizational levels, build relationships of trust, and enlist the participation and support of team members in aligning with project and organizational goals.

Skills

Microsoft Office Products, SAP Order Fulfillment, BI Reporting, AS400 And Other ERP. Avaya, Siemens, ADAPT, ACD & IVR Systems Salesforce.com/Sales Logics Workforce Management Tools & Other Online And Industry Applications.

Work Experience

Customer Relations Manager

ABC Corporation - 2009 - 2012

- Provided strategic leadership in executing key customer service and organic growth initiatives for domestic and international operations.
- Developed and nurtured a customer service team of 1 supervisor and 5 customer service representative, a Canadian supervisor, 2 customer service representatives, and 3 inside sales representatives.
- Enhanced Salesforce.com to improve staff productivity, performance and morale.
- Co-led business unit process reviews, translation to consultant, testing before going live, and training enterprise-wide, external/internal executives, department managers, end-users, and IT non-developers of Salesforce.com.
- Collaborated with supply chain, planners, engineers, and logistics to continuously monitor our service levels with our customers.
- Responsible for execution and distribution of annual price increase modifications and notification.
- Executed first phase automation and realized 5% improvement in processing.

Customer Relations Manager

ABC Corporation - 2004 - 2009

- My responsibilities at Ashley consisted of dealing with every customer service issue, scheduling deliveries, scheduling customer pick ups , scheduling service techs , order parts , fax , file , data entry & operate a multi-line phone.
- Working at Ashley was a wonderful experience.
- Feel I had a great impact.
- The customers were wonderful, my co-workers were amazing , staff & management were Good.
- All around a great experience.
- Skills Used While at Ashley the main trait required to successfully do the job is problem solving skills.
- Must be able to multi task , have excellent customer service skills, be friendly and outgoing..

Education

B.A. in Business Management - (MONTREAT COLLEGE - Asheville, NC)