

ROBERT SMITH

Customer Relations Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Exceeded all expectations, raised telephone equipment sales by 400% per month through improved service methodologies. Successfully managed inside and outside sales team in order to consistently generate, maintain, and exceed team sales quota by a significant margin. Generated a record number of leads by cold calling local businesses, profiling clients, and effectively presenting marketing/advertising through superior product knowledge.

CORE COMPETENCIES

All prerequisite requirements for the Respiratory Therapist program.

PROFESSIONAL EXPERIENCE

Customer Relations Manager ABC Corporation - 2003 – 2005

Key Deliverables:

- Promoted to Customer Relations Manager within 6 months of employment due to outstanding performance across all available metrics.
- Exceeded all expectations, raised telephone equipment sales by 400% per month through improved service methodologies.
- Generated a record number of leads by cold calling local businesses, profiling clients, and effectively presenting marketing/advertising through superior product knowledge.
- Networked extensively with clients to build successful business-to-business relationships and negotiate terms, close sales, and secure tough contracts.
- Collaborated with peers on multiple, complex projects to exceed all expectations and deliver projects on time.
- Maintained a detailed delivery calendar to coordinate schedules, installation consultations and appointments.
- Captured and entered confidential information into specific files and forms from recorded material.

Customer Relations Manager ABC Corporation - 2002 – 2003

Key Deliverables:

- Received fast track promotion within 3 months of employment with the company.
- Assisted 130 homeowners throughout buying experience, including date of sale through 1-year fit and finish warranty for senior-living community comprised of 1,300 homes.
- Delivered presentations at homeowner pre-construction meetings and performed pre-drywall orientations, walk-through orientations, and customer service appointments.
- Negotiated all warranty items with sub- contractors and homeowners during 1-month, 3-month, and 11-month warranty visits.
- Documented all claims and managed scheduling of all approved repairs.

ROBERT SMITH

Customer Relations Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

- Won Pulte Homes Highest Customer Satisfaction award 4 times and maintained top customer satisfaction scores among all colleagues in the division.
- Attained fast-track promotion from Assistant Customer Relations Manager to Senior Customer Relations Manager (within 3 months), commanding quick learning, strong interpersonal skills, and problem-solving talents as well as receiving exceptional return rates and survey scores.

EDUCATION

- Bachelor of Business Administration in Real Estate - (Florida International University - Miami, FL)