

ROBERT SMITH

Customer Relations Manager I

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Energetic and team oriented person with excellent interpersonal skills is seeking to obtain the Customer Service opportunity. I am dependable, hard-working, and capable of applying my personal, professional, and educational experience providing guidance and mentoring to other team members and clients in need of my assistance. I have superior computer skills and telephone etiquette.

EXPERIENCE

Customer Relations Manager I

ABC Corporation - 2005 - 2008

- Responsible for accounts Receivable and Payable.
- Insure proper compliance of all procedures.
- Coordinate and plan events and special functions.
- Responsible of radio advertisements and promotions of local concerts and events.
- Face to Face and telephone communication with vendors and clients.
- Insure all deadlines and goals are met before or on time.
- Expanded Dental/front Office Assistant Geist Family Dentistry 2003 - 2005 Assist/Perform general and expanded dental procedures.

Customer Relations Manager

ABC Corporation - 2000 - 2005

- Responsible for managing a small center that captures project objectives, costs, timelines, accomplishments, resources, risks and other critical factor project delivery and forecasting for Vendor Management with Eli Lilly.
- Primary duties may include, but are not limited to Assists in budget planning and interacts with business partners to organize projects and ensure project objectives are met and budget aligns with our marketing budget objectives.
- Provides strategic planning and KPIs to coach and develop staff.
- Reviews business project proposal or plan to determine funding approaches, time frame, funding limitations for accomplishing business project portfolio objectives.
- Auditing for quality assurance Managing and Supervisor over staff and call center employees.
- Also responsible for call center schedule of staff best off of forecasting of expected call volume.
- Assists with portfolio activities and resolving service delivery, project and budget issues reported by business partners..

EDUCATION

- Associate Business Management - (Ivy Tech Community College - Indianapolis, IN)

SKILLS

ADP Vehicle, Microsoft Word, Excel, CRM, Sales, Sales Management, Accounting & Account Management,.