

Robert Smith

Customer Relations Manager Assistant

PERSONAL STATEMENT

Results-oriented Customer Relations Manager with diverse background in management and customer service. Dedicated to providing excellent customer service and making operational and procedural improvements.

WORK EXPERIENCE

Customer Relations Manager Assistant

ABC Corporation - February 2014 - March 2015

Responsibilities:

- Created training manuals targeted at resolving difficult customer issues.
- Developed, implemented and monitored programs to maximize customer satisfaction.
- Addressed negative customer feedback immediately.
- Provided a high level of product and leadership support to representatives and clients.
- Routinely prepared and evaluated CRM reports to identify problems and areas for improvement.
- Effectively communicated with team members to maintain clearly defined expectations.
- Resolved customer questions, issues and complaints.

Customer Relations Manager

ABC Corporation - 2011 - 2014

Responsibilities:

- My responsibilities for this position included maintaining great customer relations with all customer accounts, both commercial and residential.
- If a company, or customer had any questions or concerns about their account, I was responsible for ensuring all their questions were answered, and all their problems were solved.
- Worked closely with the job site foreman to relay any specifications or requests from customers.
- As office manager, I was also responsible for delegating accounts to all of my CSRs.
- During my time with Martin Construction, I was able to obtain a strong knowledge of Microsoft Office applications.
- Also learned how to work in an office environment where different personalities and skill sets have to meet and attain one goal customer satisfaction.
- Skills Used I used customer service skills, basic computing skills, and effective office management skills everyday.

Education

High School Diploma - (Robert E. Lee High School - Midland, TX)

CONTACT DETAILS

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Alabama
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SKILLS

Mastery of Microsoft Office programs
Excellent communication skills,
Strong organizational and event planning skills, SAP, SAS, Attensity, Mastery of Microsoft Office programs
Excellent communication skills,
Strong organizational and event planning skills, SAP, SAS, Attensity.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)