

# Robert Smith

## Customer Relationship Manager II

### PERSONAL STATEMENT

Highly motivated bilingual professional with strong verbal, listening and writing skills. Seeking a position that will enable to utilize skills.

### WORK EXPERIENCE

#### **Customer Relationship Manager II**

**ABC Corporation - January 2010 - April 2014**

##### *Responsibilities:*

- Managed a portfolio of delinquent loans by working with loan modification and disposition specialists to determine solutions that will modify the account in a timely manner.
- Consistently recognized as a top performer and exceeding monthly production goals.
- Educated customers and present options such as Repayment plans, Special Forbearance, Modifications, Short Sale, or Foreclosure that will best suit needs.
- Recognized by customers for going above and beyond exceeding expectations.
- Responded to customers, investors, insurance carriers, or third party vendors, research, prepare, procure documents and analyze requests in accordance with established policies and guidelines to determine an appropriate course of action.
- Single point of contact and trusted advisor to distressed customers experiencing foreclosure and default servicing.
- Identified opportunities to enhance mortgage customers financial needs, goals, and objectives.

#### **Customer Relationship Manager**

**ABC Corporation - 2005 - 2010**

##### *Responsibilities:*

- Client facing field support position responsible for customer relationships by promoting storage, security, lifecycle, service management software products to large Fortune 500 companies in the Financial, Non-profit and City agency sectors in the Manhattan territory.
- Achieved 100% of sales lead quota including closing educational and professional services leads between \$10,000-\$40,000 in additional revenue per quarter.
- Validate and ensure the appropriate technical sales strategy and activities are agreed to by the sales team to help drive sales revenue.
- Work with sales team and internal support areas to ensure customer satisfaction.
- Technical updates to clients on new product releases provide technical assessments that drive sales opportunities, coordinate product demos with partners, and cultivate reference customers as well as promoting user group roundtable discussions.
- Field Support at client offices provides added layer of support for Clients

### **CONTACT DETAILS**

1737 Marshville Road,  
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### **SKILLS**

Management, Customer Service, Sales, Customer Relations, Accounting.

### **LANGUAGES**

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

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

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

and acts as a liaison to CA technical support areas.

- This value-added service provided the opportunity to infiltrate Client Accounts by promoting the CA product solution set..

## Education

Business Administration - (J. Sergeant Reynolds Community College - Richmond, VA)