

Customer Relations Manager Lead

ROBERT SMITH

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Objective

Self-motivated, strong leader, well balanced, results-oriented individual with over 20 years of professional experience. My career has progressed along simultaneous paths of customer service, administrative work supporting multiple executives, management and supervisory positions. I have proven skills in customer satisfaction, conflict resolution, interpersonal communication, personal coaching and assessing productivity within the work place.

Skills

Microsoft Office, Word, Xcel, PowerPoint, Outlook, Lync,.

Work Experience

Customer Relations Manager Lead

ABC Corporation - September 2005 - May 2006

- Supervised receptionists and customer service reps.
- Evaluated job performance through quarterly reviews.
- Trained, scheduled and maintained coverage for reception and customer relations department.
- Oversaw sales certification processes, as well as trained all sales on Customer Delivery & Follow up.
- Tacked and recorded feedback scores for both dealership locations & reported to upper management.
- Rendered decisions to maintain qualified employees.
- Maintained excellent communication and rapport with management, all employees as well as outside customer & vendors 14624 E 13th Cir.

Customer Relations Manager

ABC Corporation - July 1997 - June 2002

- Tracked and reported customer feedback to management.
- Provided and maintained customer follow-up call center.
- Data Entry in Business Development Center.
- Fill-in receptionist.
- Parts and Service cashier.
- Experience in accounts receivable.
- Promoted 3 times within the company.

Education

AA in Business Administration & BA - (Kaplan University)