

ROBERT SMITH

Jr. Customer Relationship Manager

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SUMMARY

Professional Customer Service Specialist excelling at customer satisfaction and retention. Patient and empathetic with extensive background in conflict resolution through high-quality customer care.

SKILLS

Banking, Corporate Finance, Financial Reporting, Financial Statement Analysis, Accounting Management, Taxation, Pricing, Strategic Planning, Data Analysis, Financial Modeling, Business Analysis.

WORK EXPERIENCE

Jr. Customer Relationship Manager

ABC Corporation - July 2004 – August 2006

- Maintained existing enterprise customers, marketed and developed new high-quality customers.
- Communicated with the corporate finance department of existing customers daily, actively collected customer feedback and demand, and provided a professional response through personal financial knowledge and team-based discussions.
- Kept a perfect record that no customer switched business to other banks during my work period, an accomplishment achieved by less than 5% of the entire units employees.
- Provided customized precise marketing after conducted deep research and analysis of existing client resources.
- Marketed and developed more than 100 new customers by visiting these companies personally to collect their specific requirements and explain the advantages and benefits of choosing us as their depositing bank.
- Assisted department manager to win credit business from 50 small businesses, by visiting and communicating with these enterprises.
- Increased the sub-branch deposit by 10.8 million Chinese Yen and loan business by 5 million Chinese Yen.

Customer Relationship Manager

ABC Corporation - 2002 – 2004

- Implementation specialist, project manager, and customer relationship manager.
- To ensure all projects were transitioned successfully onto the AT&T network, and those customers were satisfied with the transition.
- Identified the customers needs for voice, data, and IP products and then provide those services.
- Responsible for up-selling into existing accounts and utilizing my pre and post sales skills to network with existing customers to acquire leads regarding possible new accounts.
- Used internal systems to gather pertinent information about the customers calling patterns to determine what product or service within AT&Ts could better enhance the way a customer performs their day to day business activities.

- Established relationships with customers pertaining to lifecycle management.
- In the course of my tenure at AT&T, I have successfully passed all of AT&T's sales assessments for voice..

SCHOLASTICS

- Master of Business Administration in Accounting and Finance - 2013(University of Rochester - William E. Simon Graduate School of Business Administration)