

Robert Smith

Customer Relations Coordinator II

PERSONAL STATEMENT

Strong planner and problem solver who readily adapts to change, works independently, flexible, and hard working with a strong drive to succeed.

WORK EXPERIENCE

Customer Relations Coordinator II

Charter Communications - July 2014 - 2019

Responsibilities:

- Process customer orders in a courteous, efficient, & timely manner.
- Effectively present & discuss Charter products & services.
- Convey an image of quality, integrity & superior understanding regarding services.
- Manage customer interactions professionally & efficiently.
- Address customer questions, complaints, & concerns within the scope of responsibility.
- Remain current & knowledgeable on every aspect of supported products.
- Facilitate customer issue escalations to local management or support
- Accurately document customer account records based on actions taken.

Customer Relations Coordinator

UNITED STATES POSTAL SERVICE - 2012 - 2014

Responsibilities:

- Knowledge of postal products and services at a level sufficient to provide technical guidance to customers, managers, supervisors, and employees.
- Ability to plan, coordinate, and participate in customer service programs and activities designed to increase customer awareness and understanding of postal products and services.
- Ability to identify potential customers for postal products and services.
- Ability to identify problems and make recommendations for service improvements.
- Ability to communicate orally and in writing to respond to customer complaints, serve as a liaison with the consumer affairs office, and present information on postal products and services.
- Ability to work cooperatively and interact positively with customers, managers, supervisors, and Postal Business Center personnel..
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

GED - (Belleville Area College - Belleville, IL)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Microsoft Applications,
Typing, Administrative.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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