

## Objective

Service-oriented Office Administrator with 10 plus years background in Management and Customer Service. Core competencies include strong clerical abilities, superb customer service proficiency and able to learn new tasks quickly as well as excellent communication and time management skills. Handles tasks with accuracy and efficiency.

## Skills

Microsoft Suite, Mediation, Bilingual, Customer Service, Customer Relations, Human Resources, Recruiting, Project Management, Leadership Training, Adobe.

## Work Experience

### Customer Relations Manager III

**ABC Corporation** - August 2011 – August 2014

- Use computers for various applications, such as database management or word processing.
- Arrange for processing or resale of purchased products.
- Review orders to determine product types and quantities required to meet demand.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers problems.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Resolve customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

### Customer Relations Manager

**ABC Corporation** - 2008 – 2011

- Customer Relations Manager assists customers in the area of billing and technical support for analog and digital cable services along with basic telephone services.
- Job responsibilities Assisted Knology customer calls inquiring assistance with billing, technical support for cable services, basic telephony service, and internet service.
- Handled a high influx of inbound calls within a dynamic call center environment Managed multiple priorities and maintained effective results in a quota driven workplace.
- Responded to customer inquiries and requests and resolved issues efficiently and professionally.
- Exercised strong interpersonal communication skills with customers and department personnel.
- Accepted assignments with an open, cooperative, positive and team-oriented attitude.
- Utilized multiple call center support applications to efficiently assist customers and agents..

## Education

Associate of Arts in Hospitality Management - (Riverside City College - Riverside, CA)