

ROBERT SMITH

Sr. Customer Relationship Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

More than 16 years of domestic and international Business Development experience focusing on business capture, relationship building, networking, and assembling teams of partners for both the private- and public-sector markets.

CORE COMPETENCIES

Microsoft Office, AMS/AFW, Website Content Management,.

PROFESSIONAL EXPERIENCE

Sr. Customer Relationship Manager

ABC Corporation - July 2000 – July 2012

Key Deliverables:

- Engaged in business development planning to meet short- and long-range marketing and sales goals.
- Researched industry and customer trends, and identified business opportunities both through networking and through industry tools.
- Served as the customer relationship manager for QNA MSGs Network Solutions Team, and participated in the Network Solutions ISO training courses.
- Worked with senior management, contracts staff, and line managers to build strategic partnerships with service providers and vendors to respond to Federal business opportunities.
- Performed as capture manager for several Federal solicitations and assisted with others, serving as the interface with potential subcontractors.
- Coordinated efforts and data among departments, and engaged actively to build consensus among stakeholders.
- Planned, created, and disseminated documentation and marketing materials at trade shows and conventions, and also customer surveys on a quarterly basis.

Customer Relationship Manager

ABC Corporation - 1999 – 2000

Key Deliverables:

- Personally Managed a Portfolio of Over 350 Default Mortgage Accounts.
- Assisted Clients Through Loan Modifications, Repayment Plans, Short Sales, Deed In Lieu, or Foreclosures, Determining Which Options Best Suited Their Individual Qualifications.
- Recognized by Manager for Outstanding Interpersonal Customer Communication Skills.
- Received Many Customer Appreciation Letters for Professional, Accurate and Friendly Handling of Their Call, Helping to Understand Their Best Available Options.
- Consistently Maintained Quality Assurance Monitoring Scores at or Near 100%.
- Proper Adherence to All Required Customer Call and Account Handling Metrics.

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- Provided Newly Trained CRMs with Additional Help and Support of Proper Customer Communications, Program Usage, Documentation Gathering and Time Management..

EDUCATION

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