

Jr. Client Services Manager

ROBERT SMITH

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Objective

Led a Six Sigma team to improve customer service accuracy and decreased errors by 20%. Developed and adopted creative incentive program to expand employee morale and refine customer satisfaction. Promoted to Voice Talent Team requested by customers for high profile events.

Skills

Recruiting, Sales Management, Operations Management, POS, Customer Relations, Customer Relationship Management, Classical Ballet, Employee Training, Administrative Support, Organizational Development, Administrative Skills.

Work Experience

Jr. Client Services Manager

ABC Corporation - February 2014 - April 2015

- Served as clients and organization liaison for pre-post telecommunications network services and billing integrity; build client relationships assisting Sales of additional client services and ensured client services satisfaction.
- Maintained clients accounts and ensured all technical, maintenance, sales, services, and implementation of equipment were in compliance of the contract.
- Assessed client/organization issues and researched and provided resolutions to meet productivity, quality, and clients goals and objectives.
- Prepared Service Level Agreement reports and adhoc reporting upon clients and upper managements requests.
- Managed, modified, and implemented new contracts and implemented continuous improvement procedures for existing services.
- Managed and approved clients invoices for billing integrity; worked with Accounting regarding escalated aged receivables.
- Attended to clients issues and developed resolutions in a timely manner.

Client Services Manager

ABC Corporation - 2012 - 2014

- Create, maintain and distribute databases tracking information on business engagements.
- Maintain relationships with active clients via calls, emails and mail acknowledging company and/or personnel milestones.
- Schedule and coordinate candidate meetings in collaboration with account managers, recruiters and clients.
- Serve as point of contact with travel vendors.
- Manage client and candidate reimbursement procedures.
- Conduct education verifications and background checks when necessary.
- Manage service level agreements relating to travel coordination..

Education

Bachelor of Science in Business Administration/Accounting - (Clarion University - Clarion, PA)