

Customer Service Department Head

ROBERT SMITH

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Objective

Dedicated and focused Receptionist who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Seeking a role of increased responsibility and authority.

Skills

Excel, Microsoft Office, Management, Billing, Customer Service, Employee Relations, Filing, Fax, Hiring, Inventory, Office Management, Quality Control, Training.

Work Experience

Customer Service Department Head

ABC Corporation - March 2009 - April 2012

- Managed wide variety of customer services and administrative tasks to resolve customer issues quickly and efficiently.
- Interacted with customers and retail buyers to expedite orders.
- Reported sales growth on a quarterly basis.
- Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.
- Set up and explained new membership contracts.
- Processed merchandise returns and exchanges.
- Facilitated accurate markdowns and monthly inventories.

Department Head

ABC Corporation - 2005 - 2009

- Manage 28 military and civilian staff.
- Oversee 22 clinical and professional development courses and online learning.
- Develop annual operating plan and hospital training program.
- Increased course offerings by 30%, and enrollment by 40% with no budget increase.
- Led team to first place award in 2015 Continuous Process Improvement fair, of 100 entries, for implementation of learning management system.
- Implemented a distance training program that reduced costs by \$200 K annually.
- Developed and implemented a \$2.2 M budget, accurate to within 1%..

Education