

Customer Relations Coordinator

ROBERT SMITH

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Objective

Passionate patient and customer oriented Receptionist eager to bring strong administrative skills to a growing company in need of top-level support. Excellent organization, communication, and relationship building skills.

Skills

MS Word, Excel, Outlook and front desk software applications.

Work Experience

Customer Relations Coordinator

ABC Corporation - 1996 - 2016

- Directed customer service efforts within high volume call center, establishing and maintaining relationships with customers.
- Researched customer inquiries to ensure adherence to brand standards while driving customer satisfaction.
- Processed invoices and assisted with collections activities, including coordinating with customers to manage payment arrangements.
- Integrated billing system to streamline payment processes.
- Planned and scheduled installations and service calls for cable customers, as well as provided telephone troubleshooting.
- Selected to facilitate and oversee training program for new hires, sustaining high rates of adherence to performance metrics and standards.
- Reviewed organizational data, interpreting trends and analyzing data to maintain currency and identify process improvements for customer satisfaction.

Customer Relations Coordinator

ABC Corporation - 1992 - 1996

- 93311 Answered multiple phone lines from around the world forwarding calls to desired destination or answering inquiries.
- Worked in Outlook to coordinate my schedule with everyone in the department.
- Worked in 8 different programs on 3 computer screens simultaneously as needed to handle all customer requests including repair, returns, and inquiries on all products provided.
- Provided tracking and delivery information on all orders.
- Input a large amount of orders on a daily basis while answering phones and handling other tasks simultaneously as needed.
- Maintained constant interaction with others in department in several cities via Skype at all times as required to maintain communication and ensure customers were taken care of at all business times.
- Completed reports and training as required on a regular basis..

Education

Political Science - (John Jay College of Criminal Justice)