

Robert Smith

Customer Relations Manager II

PERSONAL STATEMENT

Highly qualified Customer Relations Manager with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

WORK EXPERIENCE

Customer Relations Manager II

AutoNation Nissan - October 2015 - 2019

Responsibilities:

- Track customer complaints and provide best resolution for situation.
- Handle complex and escalated customer service issues.
- Monitor accuracy of reporting and data base information.
- Analyze relevant data to determine customer service outputs.
- Identify and implement strategies to improve quality of service, productivity and profitability.
- Liaise with company management to support and implement growth strategies.
- Co-ordinate and manage customer service projects and initiatives.

Customer Relations Manager

ABC Corporation - 2013 - 2015

Responsibilities:

- As a customer relationship manager I generally worked with existing clients of our organization to create a beneficial relationship with another organization.
- Focused on expanding our customers use of the companys products and services while managing any issues that arose throughout the course of the customers contract.
- As customer relationship manager I used a variety of sales and marketing skills to interact with my customer base on a daily basis.
- I am a marketing and communications professional, having developed results driven communications tools that have been focal points in over \$1.5 billion in marketing, advertising and training budgets.
- Resulting in an average gain of over 3,000+ Facebook fans and 8,000+ Twitter followers per month.
- Am proficient in Google AdWord, WordPress, Adobe Creative Suite, and Microsoft Office 360.
- As manager I usually worked to make sure the customer is having a good experience using the companys products and services..

Education

Cosmetology - March 2016(Paul Mithchell The School Dallas - Dallas, TX)

CONTACT DETAILS

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www.qwikresume.com

SKILLS

Microsoft Office,
Microsoft Word, Microsoft Excel,
Telecommunications,
Management Skills,
Training & Development,
Time Management Skills,
Verbal Communication,
Multi-Tasking.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)