

ROBERT SMITH

Customer Relations Coordinator III

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Dedicated and focused Administrative Assistant who excels at prioritizing, completing multiple tasks simultaneously, and following through to obtain goals efficiently.

EXPERIENCE

Customer Relations Coordinator III

ABC Corporation - SEPTEMBER 2004 - FEBRUARY 2006

- 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.

Customer Relations Coordinator

ABC Corporation - 2002 - 2004

- New employee hiring assistant,(Candidates Interviews, HR hiring paperwork, uniforms, name tags, business cards etc...) Track and meet manufacturers personnel training levels Monitor customer feedback and create reports.
- Address track and help to solve customer concerns Manager Assistant, filling our paperwork, help with advertising, replaying emails, return phone calls, schedules for Sales Department and Reception.
- Plan stores events.
- Store running, Manufacturer requirements.
- Skills Used Resourceful, problem solving, met dead lines, Manager assisting, organizational and prioritizing skills.
- Supervising, Training, Tracking.
- documenting..

EDUCATION

- Nursing - August 2012(Bakersfield College)

SKILLS

Microsoft Word, Microsoft Excel, Powerpoint, Publisher, Outlook, Internet Research, 10-Key.