

ROBERT SMITH

Customer Relations Manager/Executive

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Motivated resourceful individual who combines strong personal work ethics with principles of team building and meeting defined objectives. I'm very extensive with hands on experience in organization, structuring and strategic planning. I am innovative individual with excellent communication and interpersonal skills. I possess strong public relations with dynamic selling abilities as well as I am able to work ideas into workable plans.

CORE COMPETENCIES

Veterinary Terminology.

PROFESSIONAL EXPERIENCE

Customer Relations Manager/Executive

ABC Corporation - February 2013 – February 2016

Key Deliverables:

- Dispatched employees and technicians to service calls eliminating long wait times and service calls.
- Responded to customer inquiry calls quickly by assessing the consumers needs.
- Delivered solution-based strategies to customers in order to solve pending issues on their accounts.
- Performed online troubleshooting by providing technical assistance and filing service requests in a timely manner.
- Followed up on scheduling and service performed.
- Identified new customers and potentially new business from existing customers.
- Completed and submitted data entry of invoices submitted by the service department.

Customer Relations Manager

ABC Corporation - 2012 – 2013

Key Deliverables:

- Provide leadership and direction for Customer Service, Credit and Collection, Returns and Commission departments to insure the highest level of service to our customer base and increase revenue through cross-selling and promotional activities.
- Develop and conduct training in all areas.
- Responsible for management of all AR posting and reconciliation.
- Work with programming department in developing and implementing new technology solutions.
- Tura Inc.
- was previously Tura LP.
- a division of Brodart, Inc., I was promoted from one division to the other..

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EDUCATION

- High School Diploma in Design - (Trezevant High School - Memphis, TN)