

ROBERT SMITH

Customer Relationship Manager/Executive

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

SUMMARY

To secure a responsible and challenging position within a progressive company where my cumulative work experience will have valuable application and offer opportunity for advancement.

CORE COMPETENCIES

Machinery Experience, And ZED Carding Machines Experience, Applicant Tracking Systems, Sales Force Proficient.

PROFESSIONAL EXPERIENCE

Customer Relationship Manager/Executive

ABC Corporation - January 2016 – May 2016

Key Deliverables:

- Review, monitor and manage new issues set up, with oversight of the entire relationship provided to the client Client point of contact.
- Complete initial and ongoing due diligence and responding to client inquiries regarding proxy services.
- Support internal client base, provide management reporting and manage internal database and reporting systems.
- Review service quality standards and service levels.
- Perform quality assurance role, including but not limited to Oversee print and mailing vendors, proxy printing and mailing, monitoring various web sites for functionality and accuracy.
- Secondary responsibilities include development of department procedures, quality standards, correspondence templates and external communications.
- Creating management reports and materials for staff meetings.

Customer Relationship Manager

ABC Corporation - 2013 – 2016

Key Deliverables:

- Executed daily operations of customer contact, and loan review.
- Referred loans to underwriting for approval.
- Petitioned foreclosure attorney for reinstatement figures and sale date timeframe for the bank and customers.
- Requested specified information for loan modification applications.
- Analyzed potential loan markets to find opportunities to promote loans and financial services.
- Successfully managed a 300 plus customer port.
- Arranged for maintenance and liquidation of delinquent properties..

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EDUCATION

Business Administration and Computer Information Systems in Business and Computer Science - 2011(Show University - Raleigh, NC)

