

# ROBERT SMITH

## Customer Relations Manager/Team Manager

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Customer-centric, highly motivated professional with valuable blend of customer service, administrative and clerical function, financial management, and leadership experience, complemented with analytical and problem resolution skills. Demonstrate expertise in implementing strategies and improving customer retention, which enhanced the bank's performance and leveraged bank's customer base.

### SEPTEMBER 2010 - OCTOBER 2013

#### CUSTOMER RELATIONS MANAGER/TEAM MANAGER - ABC CORPORATION

- Administer systems and programs to reduce loss, maintain inventory control, or increase safety.
- Identify potential for loss and develop strategies to eliminate it.
- Advise retail managers on compliance with applicable codes, laws, regulations, or standards.
- Maintain documentation of all loss prevention activity.
- Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
- Locate, select, and procure merchandise for resale, representing management in purchase negotiations.
- Arrange for debt repayment or establish repayment schedules, based on customers financial situations.

### 2007 - 2010

#### CUSTOMER RELATIONS MANAGER - ABC CORPORATION

- Catalog retailer selling environmental allergy preventative products to consumers Conceptualized and initiated the business system test module Championed the customers 100% Satisfaction Guarantee customer program Developed metrics to study call statistics vs.
- number of reps vs.
- scheduling Managed, developed and mentored customer service reps, returns personnel, order processing personnel and receptionist Oversaw all order channels which included US mail, web, fax, phone and e-mail to assure prompt processing and shipping Monitor.
- This resulted in changes in warehouse packing methods to reduce damaged goods and better item descriptions online so customers had a better idea of what they were buying Established performance criteria and developed an incentive program.
- The incentive program led to increased performance by 15% Designed new

telephone process to expedite orders.

- This helped direct customers to the appropriate department reducing complaints and call hold times Increased communication of promotions and new product information with the off-site answering service which has increased order averages and reduced call backs Improved off-site answering service scripting to better answer customer questions.
- This reduced calls backs and transfers by 20%.

## **EDUCATION**

Business Management - April 2013(Everest University - New York, NY)

## **SKILLS**

Microsoft Suite.