

# ROBERT SMITH

## Sr. Customer Relations Manager

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

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### SUMMARY

Results-oriented Customer Relations Manager with diverse background in management and customer service. Dedicated to providing excellent customer service and making operational and procedural improvements.

### CORE COMPETENCIES

Customer Service, Computer Skills, Documentation, Claims Processing.

### PROFESSIONAL EXPERIENCE

#### Sr. Customer Relations Manager

**ABC Corporation - September 2011 – October 2012**

##### Key Deliverables:

- Worked with homeowners in need of assistance with keeping their homes through mortgage modification.
- Understanding of appropriate options for borrower, such as Collections, Repayment plans, Special Forbearance, Modifications, Short Sales, and/or Foreclosure.
- Document collection and monitor the tracking of documents provided by customer.
- Built internal relationships and work closely with team to facilitate loss mitigation options for customers.
- Monitor accounts through loss mitigation closing process.
- Responsible for interfacing with shared services that process modification, short sale, deed in lieu or foreclosure for customers.
- Analyzing all delinquent loans in accordance with established guidelines.

#### Customer Relations Manager

**ABC Corporation - 2009 – 2011**

##### Key Deliverables:

- Managed staff of 6 employees in the Customer Relations/Delivery Department.
- Build and maintain manufacturer compliance regulations to receive Presidents and Five Star dealer awards.
- Provided training and monthly quality assurance monitoring of employees to ensure proper customer service performance.
- Reviewed customers warranty, maintenance, and owner manuals, as well as introducing them to other departments of the dealership, prior to their visit with the Finance Manager to complete final paperwork.
- Completed the vehicle delivery process with the customer by demonstrating the functions/features of the vehicle purchased.

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- Made follow-up contacts with customers to gain knowledge concerning their overall buying and/or service experience.
- Responded to customer complaints and resolved any issues that may pose as potential cause for terminating business/customer relationship..

### EDUCATION

High School Diploma - (Pasadena City College Community Education Center)

