

ROBERT SMITH

Customer Relationship Manager III

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To find a position in the workforce that would allow to interact with customers in a customer service setting that is not overly focused on sales, but instead actually helping people.

EXPERIENCE

Customer Relationship Manager III

ABC Corporation - APRIL 2001 - NOVEMBER 2011

- Managed all aspects of the branch including, but not limited to, employment, activities, planning, and directing activities of staff relative to developing sources of qualified applicants.
- Managed human resources functions including training, and counseling of personnel.
- Coordinated, organized, oversaw, and participated in career fairs, including conducting verbal presentations, and interviewing prospective employees.
- Served as a primary sales representative by contacting clients by phone, and in-person to qualify leads.
- Worked as liaison negotiating the needs, goals, and desires of both employee and the client resulting in increased efficiency, productivity, and retention.
- Maintained weekly marketing action plans, including telemarketing, cold calls, and in-person visits to potential clients.
- Generated quarterly promotional flyers that were used by the offices within our region.

Customer Relationship Manager

ABC Corporation - 1999 - 2001

- Provided concierge level customer service to affluent professional customers that increased client satisfaction and portfolio growth.
- Researched new procedures or services that enhanced the relationship with the client and fulfilled the clients short- and long-term needs.
- Analyzed extracted claim system data within SQL database to resolve problematic loads.
- Key Achievements Completed Quality Assurance testing of 12 implemented products on time.
- Maintained ODBC (Open Database Connectivity) and UIF Universal Image Format connections to various claims systems for approximately 75 third party administrators.
- Publix Super Markets, Inc.
- - Pharmacy Technician McKesson Corporation (NDCHealth(TM))

Inc/TechRx Inc) -- Training Specialist/ Helpdesk Specialist.

EDUCATION

- Medical Assistant - (Ohlone College - Fremont, CA)

SKILLS

Microsoft Excel, Microsoft Word.