

ROBERT SMITH

Customer Relations Manager/Office Manager

E-mail: info@qwikresumc.com

Phone: (0123)-456-789

SUMMARY

As an effective leader my strengths are founded in dedicated leadership with proven sales results. My strong communication abilities and flexibility to manage without direction makes me a key asset in highly sales driven environments.

SKILLS

Sound knowledge of Microsoft Office: MS Word, MS Access, MS Excel, MS PowerPoint, MS Outlook.
Proficient typing skills.

WORK EXPERIENCE

Customer Relations Manager/Office Manager

ABC Corporation - September 2005 – February 2007

- Managed 2 Customer Service Representatives and was the point of contact for all customers concerns and issues.
- Assisted the President and Vice President with administrative and HR supports.
- Applied product knowledge to investigate issues, identified appropriate actions to ensure customers satisfaction.
- Generated campaigns and recalls announcement to customers.
- Organized and planned New Owners events monthly to bring in new revenues for Sales, Service and Parts Departments.
- Conducted weekly reviews of the Toyota Customer Satisfaction Survey.
- Coached Assistant Service Managers and Sales Consultants to maintained dealership integrity and customer recovery.

Customer Relations Manager

Long Lake Glass - 2003 – 2005

- Prepare the shop for the day, speak with customers about finalizing the installations or fabrications.
- Install and fabricate glass & stone for customers all over the twin cities.
- During the average work day I also sell products to current or new customers.
- On a not so average day I also refurbish our computer software set up.
- Started off just installing and fabricating glass & stone and where im standing now, I do sales and work with customer relations for this company.
- Every day my commission gets better due to my sales experience.
- Skills Used Sales, communication, knowledge on products, installation and fabrication.

SCHOLASTICS

- Fashion Design - (VIRGINIA MARTI COLLEGE OF ART AND DESIGN - San Francisco, CA)