

# ROBERT SMITH

## Sr. Customer Relations Coordinator

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

### SUMMARY

Dedicated, motivated, and creative individual looking to show exceptional customer service skills and contribute to company success.

### CORE COMPETENCIES

Microsoft Office.

### PROFESSIONAL EXPERIENCE

#### Sr. Customer Relations Coordinator

ABC Corporation - September 2016 – November 2016

##### Key Deliverables:

- Check to ensure that appropriate changes were made to resolve customers problems.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
- Refer unresolved customer grievances to designated departments for further investigation.
- Resolve customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

#### Customer Relations Coordinator

ABC Corporation - 2015 – 2016

##### Key Deliverables:

- Responsible for maintaining customer account files.
- Identified and entered information critical to application of proper contract pricing and affiliations for the large wholesalers and hospitals.
- Research and resolution of customer discrepancies and inquiries.
- Handled new customer account approval process.
- This position was new and created for my transition into this department from the Accounts Receivable / Credit Department.
- Its creation allowed both areas to fully integrate the need to quickly and thoroughly resolve customer disputes and process appropriate credits if applicable as well as insure the customer accounts were maintained accurately for appropriate billing.

# ROBERT SMITH

## Sr. Customer Relations Coordinator

Phone: (0123)-456-789 | Email: [info@qwikresume.com](mailto:info@qwikresume.com) | Website: [Qwikresume.com](https://Qwikresume.com)

---

- Skills Used I demonstrated and implemented the policies of sharing information and communicating interdepartmentally openly and consistently together to best serve the customers and maintain their accounts..

### EDUCATION

- High School Diploma in General Course Study - September 2004(Horace Mann High School)