Charlie Chaplin

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» Profile

A self-starter and quick learner. Versatile skill set with experience in customer service, sales, and written and oral communication. Strong interpersonal skills and have received multiple awards for excellence in customer service. Recognized skills in mentoring and mediating between employees, and in leading team projects.

» Education

**University of Michigan**, Ann Arbor, MI

BS Awesome Studies, 2008

» Skills

**Areas of Expertise**

Customer Service, Complaint Resolution, Customer Retention, Product Knowledge, Telephone Manner, Administrative Duties, IT Skills.

**Personal Skills**

Attention to Detail, Reliability, Consistency, Communication Skills, Flexibility.

» Work Experience

**Stay Puft Corporation,** New York City, NY

*Lead Account Manager, 2008-2011*

* Working closely with the Sales Director to prospect, pitch & close new business.
* Organising weekly team meetings with staff, directors and management. Also, donuts.
* In charge of budgets and administration.

**Merrick Biotech,** Buffalo, New York

*Laser Shooter, 2002-2008*

* Dealing with all escalated complaints and existing enquiries efficiently and effectively
* Handing difficult and aggressive customers in a professional manner.

**The Everything Store,** Hill Valley, California

*Plutonium Sales, 2002-2008*

* Liaising on a daily basis with clients, customers and suppliers.
* Attending networking events and spreading the word about our company.

» Activities

**President of Humanitarian Widget Society,** Pittsburgh, Pennsylvania

**Volunteer, Monthly Gathering of Time Inflicted Survivors,** Hill Valley, California