

# Keith Godfrey

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## CUSTOMER RELATIONSHIP REPRESENTATIVE

Motivated Customer Relations Representative with career expertise in customer relations, task prioritization and time management to address customer concerns head-on directly and efficiently. Collaborate across functions to manage and execute projects, delivering proactive solutions maximize performance, improve processes, enhance customer experience, and achieve targets and team goals. Key areas of skill include:

Customer Engagement | Relationship Building | Customer Correspondence | Customer Relations | Goal-oriented mindset | Account Management | Problem-solving | Regulatory Compliance | Issue and Complaint Resolution | Complaint Investigation | Microsoft Office Suite | SABRE

## ACCOMPLISHMENTS

- Collaborated with a team of seven in the development of DOT Station Tracker.
- Contributed as DOT Team Champion to assist teammate with the transition to Amazon Connect phone software.
- Achieved perfect scores on Quality Reviews through customer service and following quality guidelines.

## EXPERIENCE

**American Airlines – Tempe, AZ**

**February 2022 – March 2024**

### **Customer Relations Representative**

Developed rapport with customers by maintaining clear communication lines, fostering trust, and demonstrating empathy to break down problems, evaluate solutions, and make decisions.

- Collaborated with cross-functional teams to develop an application for enhancing communication between departments.
- Maintained up-to-date knowledge of policy and procedures.

**Express Touch Up LLC – Logan, UT**

**October 2017 - January 2021**

### **General Manager & Owner**

Managed operations to ensure smooth workflows and timely completion of tasks. Enhanced vehicle appearance by applying high-quality paint jobs, ensuring customer satisfaction and repeat business.

- Demonstrated product presentations to prospective customers to showcase features, benefits, and value.
- Interacted well with customers to build connections and nurture relationships.

**Murdock Auto Group – Logan, UT**

**January 2019 - January 2020**

### **Inventory Manager**

Purchased used vehicles and sold aged inventory, utilizing an online auto auction. Ensured cleanliness and safety of vehicles.

- Assessed market value and reconditioned cost for trade-in vehicles.
- Facilitated repairs and reconditioning of purchases and traded-in vehicles within a short turn time.
- Reported inventory metrics to management on a weekly basis.
- Managed online presence effectively, updating website content regularly.

**Bank of the West – Forest Grove, OR****January 2010 - January 2015****Financial Services Officer**

Collaborated with existing business and individual clients to generate new business through customized presentation of bank products. Ensured compliance with all bank policies and procedures.

- Prospected for new business with outside calls to local businesses currently bank elsewhere.
- Facilitated opening of new consumer and business deposit accounts and identified cross-sell opportunities.
- Performed Notary Service for clients.
- Supported branch team members, while providing outstanding customer service and promoting financial products.

**Wells Fargo Dealer Services – Lake Oswego, OR****January 2008 - January 2010****Senior Loan Services Counselor**

Regularly monitored accounts to identify overdue balances and potential areas of risk, maintaining strong client relationships during difficult financial situations.

- Ensured adherence to company guidelines and ethical standards during all collection activities.
- Trained and mentored new employees on collection methods, documentation requirements and performance strategies.
- Recognized with three Shared Success Awards for exceeding expectations from the Office of the President.