

CUSTOMER CARE REPRESENTATIVE

Professional Summary

Expert communicator with strong conflict resolution skills. Extensive background in customer service, recruitment and retention, mediation and records management. Demonstrated ability to promote a team-oriented and open-door environment that is conducive to a successful staff.

Skills

Work History

Company Name Customer Care Representative | City , State | June 2013 - August 2014

- Addressed customer service inquiries in a timely and accurate fashion, providing appropriate information while maintaining precise records and a high standard of customer service Built customer loyalty by resolving complaints, expediting orders, and locating out-of-stock or discontinued items Recommended, selected and helped locate merchandise based on customer needs and desires Communicated all merchandise needs or issues to appropriate departments and supervisors Maintained up-to-date knowledge of company policies regarding service requests, product issues, returns and exchanges, and replacement policies Promptly responded to inquiries from members, staff, and customers via phone, e-mail and fax Maintained detailed administrative and procedural processes to improve accuracy and efficiency while managing a wide variety of customer service and administrative tasks Developed effective relationships with other departments, including sales, quality assurance, and service Used humor, a positive attitude, and high standards to encourage and assist customers Participated in extensive classroom and online training seminars Promoted a positive work atmosphere by behaving and communicating in a manner that supported both staff and customers Excelled in meeting objectives through use of independent action, prioritization, persistence, and leadership skills.

Company Name Club Manager | City , State | June 2011 - March 2013

- Contributed to the overall success of the franchise by coordinating daily operations and staff meetings, addressing and resolving customer complaints Responsible for recruiting, orienting, training and supervising staff of 12-15 Improved staff turnover through implementation of standard orientation and training, professional development, and coaching Oversight of all aspects of staff performance: annual evaluations, progressive discipline, mediation of staff disputes and grievance procedures and terminations Fostered an open-door environment conducive to positive dialogue across the organization Handled weekly employee scheduling: revised and adapted schedule as regulated by the Home Office Electronically submitted employee hours into Kronos Payroll System after ensuring time punches were correct Page 2, Wilson Researched employee issues with regards to payroll and benefit questions by contacting appropriate departments and through review of company handbook and policies Revised and adapted weekly schedule to follow hours as regulated by the Home Office Created / prepared paperwork for all new hires, tracked attendance, recorded personal and vacation time Performed daily balancing of transactions: cash and credit deposits; balanced ledger accounts to determine customer growth Provided high level of customer service, performing facility tours for potential members, signing up members and explaining contracts Surpassed revenue goals in four consecutive quarters Performed weekly inventory ordering merchandise, cleaning, and office supplies weekly Maintained facility and equipment for over 8,000 members.

Human Resources Generalist | City , State | October 2007 - June 2010

- Identified staff vacancies and recruited, interviewed and selected qualified applicants to increase employee base to meet ever-changing staffing needs for busy call center Actively recruited potential employees by developing job postings and descriptions to attract a targeted talent pool within the market wage range Created social media initiatives and ads, organized employment fairs, and tracked results Processed background checks, verified references and coordinated drug screenings Processed new hire information, transfers, promotions and terminations using PeopleSoft HR Management Systems Software Explained HR policies and procedures to new hires Generated employee tracking reports each week with regard to hours and benefits Assisted with inbound and outbound calls

regarding all HR inquiries Resolved personnel issues regarding HR matters needing clarification, submissions and corrections Addressed inquiries from employees and management regarding new-hire activity and ongoing employee relation issues Reviewed federal and state laws to confirm and enforce company compliance Managed over 500 personnel files according to policy and federal and state laws and regulations Scanned confidential documents into electronic filing system, categorizing documents for retrieval and review Audited employee files: updating incomplete or missing paperwork to be in compliance with company policy and federal and state laws Actively participated in training to enhance workplace performance for all levels of staffing.

Education

Associate of Applied Business Administration Human Resources, Management Studies, Payroll Records and Accounting, and Business Law Trumbull Business College City , State | 6 2007
Human Resources, Management Studies, Payroll Records and Accounting, and Business Law
Skills

administrative, ads, benefits, call center, coaching, contracts, credit, customer service, e-mail, fashion, fax, filing, Home Office, HR, inventory, Kronos, leadership skills, ledger, managing, market, mediation, meetings, office, Payroll, PeopleSoft, personnel, policies, processes, quality assurance, recruiting, sales, scheduling, seminars, staffing, supervising, phone