

CUSTOMER CARE REPRESENTATIVE

Professional Summary

Skills

Account reconciliation Billing and collections expert
Exceptional organization Invoice and payment transactions

Work History

Customer Care Representative , 06/2013 to 08/2014

Company Name – City , State

- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment Addressed and resolved customer product complaints empathetically and professionally Defused volatile customer situations calmly and courteously Gathered and verified all required customer information for tracking purposes Referred unresolved customer grievances to designated departments for further investigation Met or exceeded service and quality standards every review period Maintained detailed administrative and procedural processes to improve accuracy and efficiency while managing a wide variety of customer service and administrative tasks Mastery of customer service management systems and databases Excelled in meeting objectives through use of independent action, prioritization, persistence, and leadership skills Addressed customer service inquiries in a timely and accurate fashion, providing appropriate information while maintaining precise records and a high standard of customer service Managed quality communication, customer support and product representation for each customer Ran reports and supplied data to fulfill customer report requirements 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 wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently Developed effective relationships with other departments, including sales, quality assurance, and service, through clear communication 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.

Club Manager , 06/2011 to 03/2013

Company Name – City , State

- Contributed to the overall success of the franchise through facility tours for potential new members, explaining promotions, and handling customer concerns and issues Recruited, trained, and supervised staff of 12-15 Coordinated daily operations, addressed and resolved customer complaints Overall accountability for sales and cash management through completion of balance sheets and daily deposit reports Performed daily balancing of transactions: cash and credit deposits; balanced ledger accounts to determine customer growth Surpassed revenue goals in four consecutive quarters Verified new memberships, cancellations, and electronic fund transactions Explained membership contracts while signing new members up and working towards upgrading membership agreements Performed weekly inventory responsibilities in order to process supply orders of merchandise, cleaning, and office supplies Maintained facility and equipment for member base of over 8,000 people Maintained a high level of customer service in a professional manner.

Customer Service Team Lead , 10/2007 to 06/2010

Company Name – City , State

- Assisted customers with account inquiries including questions, concerns, or other issues
- Collected past due debts on delinquent accounts
- Set up new customer accounts, including explaining, selling, and bundling services, while entering customer information and scheduling product installation
- Relayed specific account information to each customer in a courteous and professional manner while maintaining account security and confidentiality
- Worked to retain customers looking to disconnect or downgrade services
- Identified staff vacancies and recruited, interviewed and selected qualified applicants to increase employee base to meet ever-changing staffing needs
- Managed and monitored the daily activities of an average of 18 customer service representatives
- Routinely prepared evaluations to identify problems and areas for improvement
- Developed and implemented policies, procedures and process improvement initiatives to improve retention rates and increase employee and customer satisfaction
- Recommended changes to existing methods to increase the accuracy, efficiency and responsiveness of the customer service department
- Generated employee tracking reports each week with regard to hours and benefits
- Formulated and enforced company policies, procedures and quality assurance measures while training staff on how to improve customer interactions
- Addressed inquiries from management regarding new-hire activity and ongoing employee relation issues
- Facilitated information flow between customer service, account management operations, quality assurance, training and payroll departments to guarantee call center objectives were met
- Defused volatile customer situations calmly and courteously
- Mastery of customer service management systems and databases
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment
- Resolved service, pricing and technical problems for customers by asking clear and specific questions
- Prepared reports and communication for senior management and clients
- Managed high call volume with tact and professionalism
- Initiated operations improvements to improve overall call center productivity
- Provided incentive to increase productivity by offering employees awards for best customer service
- Oversaw call center employees to ensure customer satisfaction goals were consistently met
- Conducted performance reviews for all Customer Service Representatives to reduce resolution time and improve customer satisfaction rates
- Acted professionally and patiently when addressing negative customer feedback
- Improved call center functionality and service capacity by resolving customer complaints efficiently and quickly
- Developed all process controls and metrics for daily management of the Call Center
- Answered an average of [number] calls per day by addressing customer inquiries, solving problems and providing new product information
- Greeted customers entering the store to ascertain what each customer wanted or needed
- Described product to customers and accurately explained details and care of merchandise
- Earned management trust by serving as key holder, responsibly opening and closing store
- Politely assisted customers in person and via telephone
- Communicated with vendors regarding back order availability, future inventory and special orders
- Successfully acquired an average of [number] new customers per month, generating a [number]% growth in revenue
- Provided an elevated customer experience to generate a loyal clientele
- Implemented marketing strategies which resulted in [number]% growth of customer base
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests
- Answered product questions with up-to-date knowledge of sales and store promotions
- Effectively communicated with and supported sales, marketing and administrative teams on a daily basis
- Conducted weekly walk-throughs with the manager to discuss interior visual displays, including store window presentation
- Handled daily heavy flow of paperwork and cooperated with
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service
- Monitored cash drawers in multiple checkout stations to ensure adequate cash supply.

Education

Associate of Applied Business Administration : Human Resources, Management Studies, Payroll Records, Accounting, and Business Law , 6 2007

Trumbull Business College - City , State

Human Resources, Management Studies, Payroll Records, Accounting, and Business Law

Skills

account management, administrative, balance sheets, benefits, Call Center, cash management, closing, contracts, credit, clientele, clients, customer satisfaction, excellent customer service, Customer Service, customer support, databases, e-mail, senior management, fashion, fast, fax, inventory, leadership skills, ledger, managing, marketing strategies, marketing, office, window,

payroll, performance reviews, policies, pricing, process improvement, processes, quality, quality assurance, selling, sales, scheduling, seminars, staffing, telephone, phone, upgrading