

## GROUP FITNESS INSTRUCTOR

### Summary

Seasoned customer service specialist with background in providing advice on diverse customer situations. Results-oriented professional with diverse background in management and customer service. Dedicated to providing excellent customer service and making operational and procedural improvements. Talented leader and robust ability to communicate needs and effectively deliver knowledge to staff. Administer strong teams and efficient systems, positively impacting business growth and downsizing objectives. Attention to details.

### Highlights

Client relations specialist

Conflict resolution techniques

Team management

Focused on customer satisfaction

Talent development

Training and development

Recruitment

- Skilled multi-tasker
- Scheduling
- Deadline-oriented
- Microsoft software proficiency
- Meticulous attention to detail

### Accomplishments

- Played an instrumental role in increasing customer satisfaction ratings index from 75% to 86% within 5 years as Senior Customer Service Representative.
- Provided required weekly, monthly and quarterly reports listing sales figures and client track records.
- Assisted in the managing of the company database and verified, edited and modified members' information. *Customer Service*
- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
- Preserved an accuracy of 90% during 10 years of employment.

### Experience

#### Group Fitness Instructor

September 2010 to April 2015 Company Name - City , State

- Explained ways to measure exercise intensity for the best results.
- Designed each class to match the skill and learning levels of all participants.
- Suggested exercise modifications to individual students to avoid strain and injury.
- Encouraged members to continue attending group fitness classes.
- Tracked class attendance and monitored class size to gauge the effectiveness of promotions.

#### Senior Customer Service Representative

October 2005 to April 2015 Company Name - City , State

- Developed, implemented and monitored programs to maximize customer satisfaction.
- Served as a point of contact for members with discrepancies or complaints
- Addressed 30 website inquiries per day, converting 30 into renewal customers.

- Maintained up-to-date knowledge of organizational policies regarding payments, returns and exchanges.
- Created new processes and systems for increasing customer service satisfaction.
- Process literature orders (books and pamphlets) and contributions by inputting payments such as cash, checks, or credit cards
- Excelled in exceeding daily credit card application goals
- .Cross-trained and provided back-up for other customer service representatives when needed.
- Receive 20-30 inbound calls that include researching accounts, shipping errors general shipping estimations, or providing inventory count on a daily basis
- Maintain customer mailing address database system.

Customer Service Representative

December 2003 to June 2004 Company Name - City , State

- Coordinated daily routes and assigned installation and repair to HVAC technicians through database.
- Served as a primary liaison between HVAC equipment distribution centers and fifteen field service technicians.
- Included procuring, billing, processing purchase orders, and invoices of equipment parts for the accounting department.
- Delegated work flow to technicians based on priorities of inbound calls regarding installation and equipment repairs
- Maintained monthly logs of customer HVAC equipment preventative maintenance and performed outbound calls to schedule appointments.

Dispatcher/ Customer Service Representative

February 2000 to August 2003 Company Name - City , State

Oversaw scheduling for the day-to-day activities of 18 waste transportation employees.

Negotiated contracts with outside providers to minimize costs to the company and customers.

Evaluated operational records including driver daily logs DOT and waste transfer stops to assure compliance to state regulations

Created scheduling adjustments to efficiently maximize waste removal

Contacted customers prior to delivery to confirm and coordinate delivery times.

Education

Bachelor : Arts Human Resource Management , 2013 Saint Leo University - City , State

Skills

Account Management, E