**Sally S. Smith**

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**CUSTOMER SUCCESS MANAGER**

**Client Services | Customer Relationship Management | Account Management**

Reliable, energetic and resourceful customer service professional with over five years of experience resolving customer complaints and promoting conflict resolution. Ability to cultivate key client relationships for multiple campaigns in diverse industries. Expertise in client services, account management, relationship-building and communication.

**WORK EXPERIENCE**

**Corporation XYZ -** *Happy Town, CA* 09/2018 - PRESENT

**Customer Service Representative**

Responsible for managing 45+ accounts in manufacturing industry while ensuring quality service.

* Promptly respond to customer enquiries in person or via phone, email, mail or social media.
* Quickly and efficiently open customer accounts by accurately recording account data.
* Maintain financial accounts by processing customer adjustments timely and professionally.
* Increased customer base by 30% during the year 2019 due to the delivery of quick service.

**Business LMNOP** *- Springville, CA* 02/2016 - 09/2018

**Telephone Sales Representative**

Developed and improved the capabilities of sales representative team over the course of two years.

* Received 97% satisfaction rating from customers after completed phone or video call.
* Kept records of customer interactions, processed customer accounts and filed documents.
* Collaborated with team to quickly resolve customer complaints with appropriate action.
* Effectively managed approximately 100 incoming calls daily.

## Organization QRS *- Sunny Town, CA* 03/2014 - 02/2016

**Front Desk Agent**

Used strong communication skills to collaborate with team members to ensure efficient service.

* Created and maintained office forms and procedures to assist with administrative tasks.
* Processed orders, determined charges, and oversaw billing and payments.
* Greeted and welcomed clients with a warm, friendly and positive attitude.
* Coordinated the repair and maintenance of office supplies and equipment bi-weekly.

**EDUCATION**

**ABC College -** *Cheerful City, CA*

Bachelor of Arts **-** Communications, May 2021

**PROFESSIONAL SKILLS**

* Mastery of Microsoft Office (Word, Excel, PowerPoint) and Google Suite (Docs, Sheets, Slides).
* Comfortable working in both Microsoft Windows 10 and Mac OS X.
* Excellent communication skills with a focus on team-building and customer relations.
* Outstanding organizational, multitasking, and problem-solving abilities.

**VOLUNTEER EXPERIENCE**

**Habitat for Humanity** - *Los Angeles, CA* 05/2019 – PRESENT

**Non-Profit Organization**

* Volunteer laborer restoring a 12-home community.
* Supervised three teams of five people to ensure successful completion of project.

## Big Brothers Big Sisters *- Los Angeles, CA* 01/2018 - 01/2019

**Youth Mentoring Organization**

* Worked as a volunteer youth mentor to empower and support children.
* Developed productive after school activities for young adults to reinforce positive learning.

**AWARDS AND HONORS**

**Dean’s List** - *ABC College* 12/2018 and 05/2019

* Completed 12 or more letter-graded units during the quarter with a 3.7 GPA.
* Worked closely with professors and advisors to complete assigned tasks and activities.

## Outstanding Customer Service Award - *Corporation XYZ* 10/2016

* Recognized for outstanding service to clients and dedication to fellow employees.
* Received one of two awards given in a corporation of 1000+ employees.

**PROFESSIONAL MEMBERSHIPS**

* Professional Customer Service Association (08/2019 – PRESENT)
* American Society for Personnel Administration (10/2018 – PRESENT)
* Freshmen Communications Academic Council (2017 – 2018)

**LANGUAGE COMPETENCIES**

* English: native language
* Spanish: fluent (speaking, reading, writing)
* French: intermediate (speaking, reading); basic (writing)