



## Bethany Adams

“Seek first to understand, then to be understood”  
-Steven Covey

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### Customer Service Resume

#### 1998-2015 Rhetorical Factory

It may seem like a stretch, but in truth my first professional relationships began when I was in 4th grade. I started selling holiday-themed jewelry by custom order in the teacher's lounge where my mom worked, and then moved on to gift shops. From babysitting and house cleaning to tutoring and selling, I've handled each of my relationships with professionalism that earned me an excellent reputation. I went full time with my clothing business in 2010, it was a success built on each and every interaction that left my clients and friends feeling taken care of and understood.

- Managed accounts with stores all over the country
- Created custom clothing
- Consulted with small business owners and artists
- Communicated with the press
- Managed employees

#### 2015-2019 Lofty Goals

After deciding to leave the fashion industry I continued to assist my customers with their creative projects. “Lofty Goals” is the name I chose for this endeavor, because I'm all about defining and imagining what the greatest success looks like, and creating steps to achieve it. I helped manage crowd funding campaigns, gave one-on-one advisory sessions to create plans for business and for managing issues. I take local small business clients who I met through Rhetorical Factory and the recommendations of former customers.

- Scheduling
- Planning
- Identifying issues
- Setting boundaries around my availability and role.

#### 2015-2019 Ilumivu

I was introduced to the co-founder of Ilumivu through one of my Lofty Goals clients. When I joined their team they were inundated with customer support issues and had only the founders on staff to handle them. The product they were having the most problems with was not generating enough income to pay for itself, and their only reviews in the public space were negative.

I was able to tackle their issues one by one while getting to know the fundamental problems with their approach. While re-establishing trust with their customers, I also created systems that helped us categorize and solve issues more efficiently. Through that process I was able to implement approaches that prevented the need for customer support from the beginning. One of the main issues that customers came to us with were simply questions on how to use the portal. I documented all of the functionality of our product, created an FAQs page, and started each new client off with a 1 hour training session. This made it possible for me to handle their customer support single handedly while new clients were won. Eventually we had enough revenue through that stream for me to begin managing sales, which lead to funds and a need for a new customer support representative. The founders easily brought in new team members because of the systems and documents I created.