



# CATHERINE COX

ACCOUNT MANAGER / CLIENT CARE

## OBJECTIVE

To achieve and maintain the highest level of service excellence. Proven track record of increasing customer satisfaction and loyalty while maintaining company goals and objectives.

My personal objective is to make a large impact on client retention and overall satisfaction.

## SKILLS

Being successful in customer care takes a unique type of person. You have to love helping people and being ok with someone who may be upset or irritated. You have to be able to not take that personally but to treat it as an opportunity to turn everything around and make a challenging customer into your biggest fan. I'm very comfortable talking with clients on the phone or via email and I never shy away from whatever their problem or concern might be. I'm very professional but I also know how

## EXPERIENCE

### **Account Management / Implementation Support**

*Deverus 2017 – present*

Responsible for direct client support for all aspects of customer service. My job requires that I be able to understand the technical side of our software suite as well as the detailed specifics of my customers' needs in order for me to properly communicate with my Tech department for my customer and with my customer for Tech. Responsible for reviewing and understanding new customers' needs and implementing them within the Deverus platform such that all those needs are addressed and met. This position requires that I work unsupervised and still meet or exceed the highest levels of customer satisfaction.

### **Client Care Manager**

*USAFact 2016 – 2017*

Successful Client Care Manager able to provide high quality customer care. Multiple references from my direct report, Lissa Orr (Director of Client Care) as well as a COO reference that can confirm my exceptional work ethic, excellent phone skills and the ability to perform sales and customer care. My tasks consisted of maintaining a professional attitude and demeanor when speaking with clients, providing quotes, problem solving and educating clients with training and demos in



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to joke with my clients to get them comfortable and make that oh-so important relationship connection. I'm fluent in Office, including Word, Excel, PowerPoint and Outlook, as well as CRM Software such as SugarCRM and Sales Force.

a highly government-regulated industry. This opportunity had many challenges; the fast-paced, stressful environment is not for everyone but it is an enjoyment for me. Skilled with Excel, Word, Outlook, Sugar (Sales Force), GoTo Meeting and proprietary system software.

### **Automotive Technician – Lube Bay Manager**

*Larry H. Miller Dealer Group 2015 – 2016*

Started as a lube tech and preformed many oil changes, tire rotations, and general repairs. Was quickly promoted to Senior Manager in the lube bay scheduling co-workers shifts, handling difficult situations with customers as well as a buffer between service advisor and techs. Skilled in Mitchell CRM Software, scheduling work, customer calls and much more.

### **Automotive Technician / Fabricator**

*CrawlerTech 4x4*

*2014 - 2015*

Extensive interaction with customers, making appointments, checking in cars, quality control with customers after job completion and successful resolution of complaints or issues. Custom Fabrication: Skids, bumpers, rock sliders, mounts and much more. Welding experience: Skilled in TIG with sheet metal, aluminum, and steel. Skilled in MIG stitch and continuous beads. Letter of recommendation from the owner.

### **Customer Service**

*John's 4x4 2013 – 2014*

Worked extensively with customers at the front counter, checking in and out jobs, ordering parts, reviewing complaints and solving problems to ensure customer satisfaction.

### **Customer Service**

*Ridgeline Construction*

*2011 - 2013*

Handled customer service for a busy custom construction company. Dealt with customers at the main office as well as on-site to resolve punch list items at job completion, warranty work as needed and any issues or concerns that arose after job completion. Hands-on repairs for paint touch-up, stone work, trim, etc.



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**Waitress**  
*Panda Express*      2010 - 2011

Giving exceptional dining experience in a fast-paced environment while working with a team.  
This was the foundation of my customer service experience.

## REFERENCES

Joel Doherty  
Vice President of Sales, USAFact  
Golden, Colorado  
303-845-2907

Jahb Prescott  
English Professor

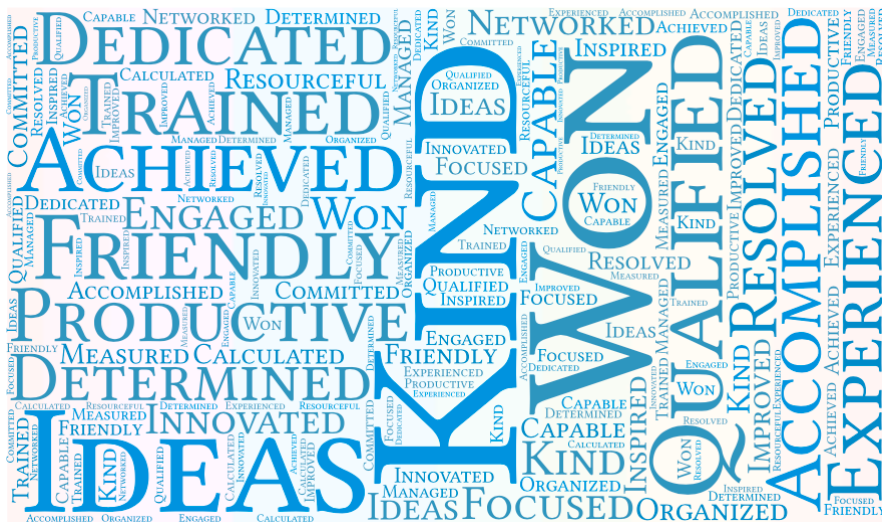
[jprescott@miracosta.edu](mailto:jprescott@miracosta.edu)

Lissa Orr  
Director of Client Care, USAFact  
Golden, Colorado  
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Joshua Lowenstien  
Owner, CrawlerTech  
Denver, Colorado  
720-207-1718

## AWARDS & INTERESTS

- 2016 – Employee of the month, August, USAFact
- 2016 – Employee of the month, March, USAFact
- 2014 – Graduated from Wyotech Technical College with a major in Automotive Repair and electives in Chassis Fabrication and Business Management.
- 2010 – 2 years volunteer work with Reins (horse program for the handicapped)



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A note on Word Clouds: The graphic to the left is a Word Cloud, the size of each word represents its relative importance or significance to the other words. All details [ecox.034@gmail.com](mailto:ecox.034@gmail.com)