

Eli D. Ter Keurst  
Remote, US / NL

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#### Professional Summary:

Experienced professional with a diverse range of skills in client satisfaction, sales, account management, coaching, staff development, and training. Possessing a creative mind and technical competency, I am familiar with various software systems and databases. I am committed to growing and flourishing in any work environment.

#### Experience:

Brightway Insurance, Jacksonville, FL

Licensed Service Representative / VIP Account Manager / Quality Coach

Oct. 2016 - Present

- Assisted customers and agents through inbound phone calls, emails, and web chats, managing escalated complaints to ensure satisfaction in a professional and personable manner.
- Reported activities, outcomes, and trends to supervisors, improving the customer service center's efficiency and service quality.
- Assisted in trialling new procedures and programs to enhance company efficiency, auditing accounts, reviewing transactions, and delivering feedback to service agents.

Virgin Media, Gloucester, England

Assistant Manager

Jan. 2015 - Oct. 2016

- Monitored store financial performance, ensured profitability, and audited transactions and credit limit requests for mobile and media accounts.
- Adhered to established regulations and legal requirements regarding data protection, dealt with customer complaints and queries, and maintained accurate records of customer account activity.

#### Skills:

- Excellent customer service and relationship management skills
- Strong coaching and staff development abilities
- Technical proficiency with Microsoft Office Suite and Intuit QuickBooks
- Creative problem-solving and critical thinking skills

#### Education:

- Florida State College, Jacksonville, FL
- Columbia University, NYC, NY