

## **Customer service professional, Sales and operations manager**

Eyal Lynn

Raanana

[lino\\_2601@yahoo.com](mailto:lino_2601@yahoo.com)

Cell: +972-50-567-5558

### **Experience**

Carasso group

June 2008-present

#### **Automotive sales and customer service head of department**

Inspired the sales team to grow and develop individual sales goals that increased average client bases

Cultivated relationships with potential customers, identifying needs and gaining excellent feedbacks

Hired, trained and mentored top customer service agents and front-end staff

Created, edited and altered customer service strategies and procedures

Implemented customer satisfaction procedures and dealt with customer issues

### **Education**

Bachelor's degree in psychology

The university of Derby

2007-2010

### **Skills/Interests**

Fluent English and Hebrew

Excellent interpersonal and customer service skills

Computer literate

Extensive staff training abilities

Comprehensive organizational and communications skills

