

Customer service professional, Sales and operations manager

Eyal Lynn
Raanana
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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

