

Renée Godby

Customer Success Advocate

Contact

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Education

Eleven Fifty Academy
August 2021 – February 2022
Indianapolis, IN
Web Development Boot Camp

Ivy Tech Community College
Graduated December 2011
Indianapolis, IN
Associate of Arts - Business
4.0 GPA

Key Skills

Customer Success
Critical Thinking
Customer Onboarding
Customer Relationship Mgmt
Team Leadership
Relationship Building

Objective

As a detail-oriented professional with military, sales, and IT backgrounds, I excel in customer support and project management. My experience includes customer support analysis, data analysis, and issue resolution. I optimize processes and build strong client relationships to ensure organizational success. I aim to deliver exceptional customer service and account management by finding innovative solutions to challenges.

Experience

January 2022 – Present
Customer Support Analyst • Aprimo

Responsibilities:

- Provide excellent customer support, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Utilize CRM software to manage customer interactions, document cases, and track resolutions.
- Collaborate with a team of support professionals to handle escalated cases and share best practices.
- Continuously update knowledge of product features and customer support best practices to enhance service quality

October 2016 – July 2020
Relationship Banker • PNC Bank

Responsibilities:

- Focus on complex banking needs such as trusts, estates, and small businesses
- Determine customer financial services needs and present services that address these needs.
- Help grow and deepen customer relationships through relationship building, outbound calling, appointment setting, and problem resolution.

Honors & Awards

Army Commendation Medal
United States Army
2016

Eleven Fifty Academy
Teamwork Value Award
2022

October 2012 – October 2018
Logistics Specialist • Army National Guard

Responsibilities:

- Order new supplies, maintain weapons, organize inventories, turn-ins, and accountability of everything in the company.
- Verify inventory audits by comparing them to physical stock counts and investigate discrepancies or adjust errors.

Competencies & Functional Skills

Fluent in Spanish, great relationship building and customer service skills, outstanding organizational and project management skills, ability to work with deadlines and deliver quality products on time, sound judgment and decision-making capability, quick critical thinking, and analytical reasoning ability.

References

Available upon request.