|  |  |  |  |
| --- | --- | --- | --- |
|  | | | |
| **Type your address here, Type your address here** | | | |
|  | | | |
| **Type your address here** | | | |
| **CUSTOMER SERVICE PROFESSIONAL** | | | |
| **Profile** | * More than 7 years’ successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the first place. * Possess solid computer skills. * Excellent working knowledge using both IBM and Mac systems; Lotus 1-2-3, Microsoft Excel, WordPerfect, Microsoft Word, CT DataTrac. * Ability to train, motivate, and supervise customer service employees. * A team player, acknowledged as “Total Quality Customer Service Professional.” * Develop plan, conduct audits and variance analyses, process payroll and payroll tax reports and filings, and maintain/update accurate inventories. | | |
| **Synopsis of Achievements** | * Increased customer retention by 19%, from 72% to 91%. * Reactivated 9 key accounts ($253K/year), utilizing persuasion/mediation skills. * Proactive planning led to notable increase in morale in all departments. * Created customer satisfaction survey, drastically reducing potential problems. | | |
| **Employment** | ***Wide World Importers,*** *Newport, RI* | *1995 - Present* | |
| **Customer Service Representative**  * Work with 28 sales professionals covering 2 states (Rhode Island and Connecticut), responsible for more than 3,800 individual and corporate accounts. * Support sales reps in opening new accounts and upgrading existing service. * Quickly and effectively solve customer challenges. * Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service. | |  |
|  | ***Michael Sean Ray, Public Speaker,*** *Newport, RI* | | *1990 - 1995* |
|  | **Client Support**  * Worked with nationally acclaimed trainer and public speaker in booking programs. Work entailed heavy cold-canvassing, working with speakers bureaus, and following up on referrals. * Instrumental in igniting revenues from $58K in 1990 to $686K in 1995. * Received Red Ribbon Award from National Speakers Bureau for outstanding work. * Helped position Ray to land VP position with national seminar group. | |  |
| **Education** | ***Elm Tree Junior College,*** *Providence, RI* | | *1990* |
|  | **Associate of Arts: Communications & Public Relations** | |  |
| **References Furnished Upon Request** | | | |
| Copyright © 1997 by the McGraw-Hill Companies, Inc. | | | |