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| **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.
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| **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.
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| **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.
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|  | ***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.
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| **Education** | ***Elm Tree Junior College,*** *Providence, RI* | *1990* |
|  | **Associate of Arts: Communications & Public Relations** |  |
| **References Furnished Upon Request** |
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