

JANE SMITH

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CUSTOMER SERVICE PROFESSIONAL WITH 10+ YEARS OF INDUSTRY EXPERIENCE

Customer Operations & Support/Fraud & Loss Prevention/Team Training & Coaching

PROFESSIONAL PROFILE

A dedicated, results-driven, and solutions-oriented professional with extensive experience and a proven record of success in assuming increasing levels of responsibility within all facets of customer service/support, sales/new business development, and relationship/account management. Consistently recognized for ability to increase revenues through expertise in product knowledge, brand promotion, and unparalleled service delivery. Ability to manage multiple responsibilities simultaneously, successfully and efficiently resolve issues, and consistently meet and exceed established goals and objectives within fast-paced, high-volume, time-sensitive conditions. Team-player demonstrating a high-level of energy, accuracy, and thoroughness. Recognized for capacity to work autonomously as well as collaboratively and interact effectively with all levels of support staff and management. Superior interpersonal, organizational, troubleshooting, and problem-solving skills. Exceptional written, oral, and technical aptitude.

CORE COMPETENCIES

- *Customer Service/Call Center*
- *Issue Resolution/De-escalation*
- *Influencing & Negotiation*
- *Staff Training/Coaching*
- *Profit/Quota Attainment*
- *Team-Building/Leadership*
- *Sales/Business Development*
- *Client/Account Management*
- *Quality Assurance/Control*
- *Regulatory Compliance*
- *Fraud Detection /Loss Prevention*
- *Operations/Quality Management*
- *Revenue Enhancement/Growth*
- *Customer Loyalty/Satisfaction*
- *Data Entry/Reporting/Tracking*

EDUCATION

Bachelor of Arts Degree in English Literature - Belmont Abbey College, Belmont, North Carolina

Associate of Arts Degree - Saint Mary's College, Raleigh, North Carolina

PROFESSIONAL EXPERIENCE

ABC Company

Any Town, USA

May 2007 - Jan. 2011

Card Replacement Special Handling/Customer Service Representative

- Selected to serve as a key member of the Peer Facilitation Program; monitored customer service calls, provided constructive feedback, modeled customer service, enforced adherence to corporate standards/guidelines and verified time and attendance for all staff.
- Maintained excellent customer service skills and a proven record as a top sales performer; instructed customers on available service features/offerings, and consistently met and exceeded aggressive sales quotas/goals.
- Effectively handled issues and provided practical, mutually beneficial solutions regarding financial service offerings, fraud claims, billing, and order processing.
- Managed fraud prevention/recovery procedures; reviewed forty-five (45) claims/day, prepared claim forms and collection files, verified missing information, and transmitted claims for further investigation.
- Provided leadership and direction for customers; researched non-payment claims, reviewed fraud recovery policies, and coordinated next steps.
- Handled multiple incoming telephone lines in a call center environment, answered inquiries, and directed calls appropriately.
- Provided excellent service to customers; resolved complex, escalated customer issues by interfacing with customers and other internal departments.

Selected Accomplishments:

- Ranked in the top 25% in the department for providing exceptional customer service for eight (8) consecutive months.
- Ranked in the top 50% in the department for credit card recovery for three (3) consecutive months.
- Recognized for achieving 100% quality compliance, June 2010.
- Selected to train new employees; provided ongoing direction and support.
- Proven track record in outstanding communication, customer service, ethics, compliance, leadership and personal performance.

PROFESSIONAL EXPERIENCE (CONTINUED)**ABC Company****Any Town, USA****Aug. 2000 - Dec. 2005*****Contract Sales Representative***

Sold advertising opportunities to businesses and individuals; developed and maintained existing client relationships and identified and enhanced new markets and potential business opportunities for the largest newspaper serving Guilford County and the surrounding regions.

- Initiated relationships with new clients through teleprospecting, referrals and networking; qualified leads, developed sales strategies, and closed new sales.
- Met with accounts and developed a comprehensive advertising package based on the needs of each individual client; evaluated trends and demographics of consumers in geographic regions.
- Demonstrated ability in suggestive selling techniques to increase revenue, improve operational performance, and enhance customer satisfaction.
- Maintained existing accounts, delivered unparalleled service, and ensured client retention.
- Developed and maintained spreadsheets to accurately track contract renewal dates.
- Assisted the Editor of Classifieds in creating visually appealing and eye-catching layouts.
- Organized and employed new procedures to ensure office efficiency.

Selected Accomplishments:

- Consistently met and exceeded aggressive monthly and quarterly sales goals.
- Developed and maintained a strong rapport with clients ensuring repeat/continuing business.
- Consistently increased productivity, reduced costs, and streamlined operations.
- Worked independently and resolved issues autonomously.

TECHNICAL/SOFTWARE ADDENDUM

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| • <i>Microsoft Word</i> | • <i>Microsoft Excel</i> | • <i>FastData Network</i> |
| • <i>Internet Explorer 7 & 8</i> | • <i>PowerPoint</i> | • <i>Outlook</i> |

References Furnished Upon Request