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PROFILE

CUSTOMER SERVICES EXECUTIVE

CUSTOMER SERVICES EXECUTIVE - AOL

2016-2018

• Built Customer Relationship Management database for company, utilized by management and the other customer service associates in tracking and resolving customer queries.

• Coordinating with shipping department concerning customers’ address changes, exchanges, and refunds.

CUSTOMER SERVICES EXECUTIVE - MEDICLINIC

2016-2018

• Handling customer communications and guaranteeing all new admission call activities are following set guidelines.

• Sharing best information and practices with colleagues and teams helps achieve the set sales targets and monitors apt collection procedures, maintaining the customer service focus.

• Overcoming clients’ objections/ rejections of company products and attended calls professionally, offering total information about products, obtain details about complaints, and taking/order cancels

ACADEMICS

DAMELIN

2013-2015

Diploma in Office Administration

ARIZONA COLLEGE

2016-2019

Customer Services Certificate

REFERENCES

Likable Senior Customer Service Executive with 14+ years’ experience in a fast-paced call center environment. Proficient at converting angry customer feedback into practical solutions that increase income, better customer loyalty, and improve processes.

CONTACT

HIGHLIGHTED SKILLS

PROFESSIONAL BACKGROUND

JUSTIN GROOM

REFERENCE #1

*123 456 7890*

*Hello@email.com*

REFERENCE #2

*123 456 7890*

*Hello@email.com*

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