

Account Management Specialist

ROBERT SMITH

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Objective

Qualified Account Management Specialist, with 5 years in fast-paced customer service and call center environments, and ambitious Paralegal Studies student, bringing knowledge from coursework in the legal field. Personable and professional under pressure.

Skills

Exceptional Communication Skills, Microsoft Office, Customer Service.

Work Experience

Account Management Specialist

ABC Corporation - November 2003 - January 2007

- Managed and maintained high profile client accounts.
- Resolved clients service or billing complaints by performing activities such as crediting clients accounts or adjusting bills.
- Made necessary changes to account contact information such as change of address, contact person, etc., using computer system.
- Conferred with sales representatives regarding client accounts, billing issues, and customer service complaints.
- Provided first line customer service for client change requests including assistance to the sales staff in problem solution.
- Accurately and consistently met client expectations in accordance with established policies, procedures, and quality standards.
- Provided leadership by executing duties in the account management department including management of the inbox, performing client data entry, and providing back up for the reservationists.

Account Management Specialist

Delta Corporation - 2001 - 2003

- Received and responded to customer and agent communications regarding order inquiries and changes, service requirements, billing and distribution rates .
- Monitored customer shipments daily and assure timely pick up, delivery, cancellation.
- Worked with residential and corporate customers to satisfy account balances in a timely manner by submitting documentation.
- Worked to resolve customer questions/concerns in a timely manner in regards to work quality, damage to personal property, billing by coordinating with other departments and third party vendors.
- Dramatically decreased the customer and insurance payment timeline from 30 days to 15 days on average.
- Accountable for reducing delinquencies for assigned accounts.
- Provides customer service to large corporations such as Home Depot, Greensky Project Loan, Rooms to Go, Benjamin Moore, and Mac Card Credit Clients.

Education

High School Diploma - (Valley High School - Valley, AL)