Client Advocate I

ROBERT SMITH

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Objective

An extensive background in customer service, childcare, as well as acting and producing. Strategic, passionate, and committed worker. Looking for a long term, part-time position with potential to grow.

Skills

Microsoft word.

Work Experience

Client Advocate I

AWH - July 2015 – 2019

- Coordinates meetings and communicates with clients.
- Updates Project hour burn down charts daily.
- Escalates any burn down impediments to Developers.
- Creates and maintains internal Client Product demonstrations and takes notes on pro- gress and new bugs.
- Manually enters the product backlog items for projects as needed.
- Creates Support Agreements and tracks use of Clients remaining hours of Support.
- Validates Support issues as they are presented.

Client Advocate

ABC Corporation - 2014 – 2015

- Responsible for managing client relationships (cancer case management) for an assigned territory of clients acting as a liaison to support and effectively communicate and resolve all client issues.
- Job Responsibilities Analyzes testing, resolves discrepancies, evaluates client concerns, complaints, and trends to recommend changes to accommodate patient and client needs.
- Effectively handles high volume of inbound and outbound calls between clients, patients, internal and external employees to ensure resolution of customer inquiries.
- Trains, mentors, and leads new CSAs effectively to ensure staff development and attainment of customer relationship satisfaction skills.
- Coordinates research and resolves problems in a timely manner while maintaining productivity standards and performance guarantees where applicable.
- Collaborates with other operational groups including pathologists, clinicians, clients and other integral department heads while serving as client liaison for all medical, technical, sales and support services providing immediate resolution to all client and patient issues.
- Provides statistical analysis of selected territory progress and trends within a given time frame..

Education

Projection/Video and Lighting Design - 2009(Ohio University)

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