Robert Smith

Sr. Client Care Manager

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

SKILLS

Multi-Line Phone System, Customer Service Skills.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

PERSONAL STATEMENT

Strong desire to continue in the sales, marketing and business development industry as this is a passion. Very much enjoy coordinating, managing events to increase sales.

WORK EXPERIENCE

Sr. Client Care Manager

ABC Corporation - January 2006 – January 2014

Responsibilities:

- Collected deposits, set up Clients in the system, follow up calls and quality visits.
- Assisted with staffing and caregiver introductions to start service proficiently.
- Managed Congestive Heart Failure Pilot which was successful in reducing readmissions for three local hospitals.
- Attended to detail, excellent organizational skills, and people skills to close sales.
- Responsible for selling new services to legacy customers.
- Demonstrated web products to prospects.
- Resolved complaints, concerns, and disputes between co-workers.

Client Care Manager

Institute For Professional Care Education - 2003 – 2006

Responsibilities:

- Established the Client Care department, managing the Tech Support and SaaS Implementation teams.
- Developed KPI; designing CRM campaigns on Infusionsoft to automate task flow prioritization, reducing turnaround of LMS (Learning Management System) builds from 7-days to less than 48-hours for a 7 person implementation team.
- Developed a comprehensive plan for employee engagement, a step by step process that enables team members of the Client Care department to qualify for financial sponsorship for career development training, both skill based and academic.
- Project manager for the implementation on-boarding experience overhaul concept design committee, creating a new learning experience known as AdminU, a knowledge base for clients on the IPCed LMS (Learning Management System).
- Project Manager for the inContact ACD (Automatic Call Distribution) platform launch; reducing missed call volume for the support center from 25% to 0%.
- Reduced average hold time to less than 3 minutes, and reduced average voice mails and call backs from 160 to 11 for an 8 person technical support team..
- This is Dummy Description data, Replace with job description relevant to your current role.

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Education

Diploma

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