



JACKSON TURNER

Senior Client Service Administrator

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Dynamic client service expert with 7 years of experience in elevating customer satisfaction and streamlining processes. Adept at managing complex client relationships and delivering tailored solutions that enhance service delivery. Committed to leveraging strong communication and analytical skills to foster exceptional client experiences and drive organizational success.

WORK EXPERIENCE

Senior Client Service Administrator

Pineapple Enterprises

📅 Mar / 2020-Ongoing
📍 Santa Monica, CA

1. Counseled low-income community members on resources for housing, social services, and education.
2. Managed quality metrics for the Columbus site, ensuring compliance and accuracy.
3. Oversaw claims operations for 1,220 business accounts, enhancing service delivery.
4. Implemented and tested 45 customer accounts, improving operational efficiency.
5. Serviced a large portfolio of 273 business customer accounts, ranging from corporate to small businesses.
6. Collaborated with cross-functional teams to troubleshoot and optimize regional lockbox deposit accounts.
7. Provided detailed reporting to senior management, enhancing decision-making and service strategies.

Client Service Administrator

Summit Peak Industries

📅 Mar / 2018-Mar / 2020
📍 Denver, CO

1. Activated new terminals for business owners, ensuring timely setup and account readiness.
2. Coordinated with clients' accounting teams to ensure accurate transaction reflection in trust accounts.
3. Participated in quarterly client service reviews, presenting insights and performance metrics.
4. Provided Tier 2 support for payment processing issues, effectively resolving complex customer inquiries.

EDUCATION

Bachelor of Business Administration

University of Florida

📅 Mar / 2016-Mar / 2018
📍 Denver, CO

Focused on management and service administration.

SKILLS

Microsoft Office Suite



Email Communication & Management



Document Preparation & Management



Presentation Development



Report Generation



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

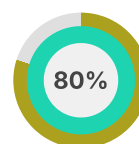
🔍 Criticality

☰ Detail-oriented

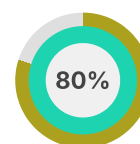
🤝 Diplomacy

😊 Enthusiasm

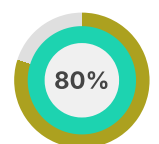
LANGUAGES



English



German



Swahili

ACHIEVEMENTS

★ Increased client retention by 20% through process improvements and proactive communication.

★ Successfully managed service delivery for over 1,200 client accounts, leading to a 15% growth in client satisfaction scores.