

# ISABELLA CLARK

## Client Service Administrator - Level I

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

### PROFESSIONAL SUMMARY

Enthusiastic client service administrator with two years of experience in enhancing customer satisfaction and optimizing service delivery. Adept at managing client inquiries and resolving issues efficiently. Committed to utilizing my strong communication and organizational skills to foster positive client relationships and drive operational excellence in a fast-paced environment.

### WORK EXPERIENCE

#### Client Service Administrator - Level I

Maple Leaf Consulting

📅 Mar / 2024-Ongoing

📍 Toronto, ON

- 1. Monitored client accounts and provided regular updates on service status.
- 2. Identified opportunities for upselling additional services to existing clients.
- 3. Compiled monthly statistical reports for state operations, enhancing decision-making processes.
- 4. Managed administrative duties, including data entry and handling company credit cards and petty cash.
- 5. Resolved facility and examinee issues, ensuring timely follow-up and problem resolution.
- 6. Created and maintained procedural manuals for various agencies, improving operational consistency.
- 7. Coordinated billing with Accounts Payable to resolve discrepancies and streamline payment processes.

#### Client Service Administrator

Summit Peak Industries

📅 Mar / 2023-Mar / 2024

📍 Denver, CO

- 1. Actively contributed to relationship management with over 100 Transfer Agency clients, enhancing satisfaction.
- 2. Proactively called clients 60-90 days past due to prompt payment, improving collection rates.
- 3. Assisted in managing user access for compliance with SOX requirements, ensuring data integrity.
- 4. Managed calendars and documentation for new member integration, facilitating smooth onboarding.
- 5. Worked in a fast-paced environment, effectively resolving customer complaints through multi-screen setups.
- 6. Provided administrative support, including data entry and coordination of client and insurance information.

### EDUCATION

#### Bachelor of Arts in Business Administration

University of Phoenix

📅 Mar / 2022-Mar / 2023

📍 Chicago, IL

Focused on client relationship management and service delivery strategies.

### SKILLS

CrM Software

Team Collaboration

Conflict Resolution

Multitasking



### ACHIEVEMENTS

- ★ Achieved a 15% increase in client satisfaction scores through proactive support initiatives.
- ★ Streamlined data entry processes, reducing turnaround time by 20% while maintaining accuracy.
- ★ Successfully managed client onboarding for over 50 new accounts, ensuring seamless integration.