EMMA JOHNSON

Client Service Executive

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PROFESSIONAL SUMMARY

Dynamic Client Service Executive with 7 years of experience in managing client relationships, driving satisfaction, and delivering tailored solutions. Proven track record in enhancing client engagement and achieving business objectives.

WORK EXPERIENCE

Client Service Executive

Dec / 2019-Ongoing

Maple Leaf Consulting

Toronto, ON

- 1. Collaborated with cross-functional teams to ensure seamless client service delivery and satisfaction.
- 2. Coordinated and led client meetings to discuss project updates and gather feedback.
- 3. Developed strong relationships with clients, resulting in increased trust and loyalty.
- 4. Successfully negotiated contract renewals, ensuring favorable terms for both clients and the company.
- 5. Conducted comprehensive needs assessments to tailor services to client requirements.
- 6. Implemented client feedback mechanisms to continuously improve service offerings.
- 7. Trained junior staff on best practices in client service and relationship management.

Client Service Executive

Lakeside Apparel Co

📮 Chicago, IL

- 1. Managed a diverse portfolio of clients, ensuring their needs were met through effective communication.
- 2. Clients included major brands such as National Foods Limited and Tetra Pak, enhancing service delivery.
- 3. Oversaw project management and client deliverables, ensuring timely completion and quality.
- 4. Maintained detailed records of client interactions and project milestones for transparency.
- 5. Designed and implemented marketing strategies in collaboration with sales teams to boost client engagement.
- 6. Conducted regular audits of client accounts to ensure compliance and satisfaction.
- 7. Awarded multiple promotions for outstanding performance and client service excellence.

EDUCATION

Bachelor of Business Administration

University of California

🗸 Santa Monica, CA

Focused on business management and client relations, equipping with skills for effective client service.

SKILLS

Client Relationship Management

Client Needs Assessment

Customer Service Excellence

Project Coordination

ACHIEVEMENTS

Increased client satisfaction scores by 30% through tailored service initiatives.

Successfully managed a portfolio of 50+ clients, achieving a 95% retention rate.

Streamlined client onboarding process, reducing time by 20% and enhancing experience.