



# AMELIA MOORE

## Client Services Assistant

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

### 💡 SKILLS

Client Relationship Management



Sales Skills



Follow-Up Skills



Patience



Cultural Awareness



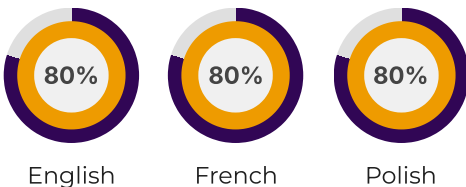
### 🎯 INTERESTS

- ✍ Writing
- ★ Surfing
- 📅 Sports Coaching
- 🍴 Cooking

### 👊 STRENGTHS

- 🔥 Zeal
- ☰ Detail-oriented
- ⚖ Fairness
- 👍 Willingness

### 🗣 LANGUAGES



### 🏆 ACHIEVEMENTS

- 🌟 Improved client satisfaction scores by 20% through enhanced communication strategies.
- 🌟 Streamlined client onboarding processes, reducing setup time by 30%.

### 👤 PROFESSIONAL SUMMARY

Proactive Client Services Assistant with expertise in coordinating client communications and support. Successfully managed multiple accounts, leading to a 30% increase in client satisfaction scores through effective problem-solving and follow-up.

### 💼 WORK EXPERIENCE

Client Services Assistant

📅 May / 2021-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Managed client information setup and maintenance, ensuring accuracy and confidentiality.
2. Fielded client and vendor calls, addressing inquiries and providing timely support.
3. Developed and submitted client applications to compliance, maintaining regulatory standards.
4. Coordinated the distribution of client questionnaires to vendors for processing.
5. Assisted clients in retrieving requested information from records and files.
6. Created and maintained tracking spreadsheets in Excel for client requirements.
7. Organized and distributed audio and visual materials from market research discussions.

Client Services Assistant

📅 May / 2018-May / 2021

Cactus Creek Solutions

📍 Phoenix, AZ

1. Created comprehensive presentations and spreadsheets using Microsoft Excel to support client initiatives.
2. Provided technical support to employees, troubleshooting software and hardware issues.
3. Liaised with office facilities for maintenance and operational issues.
4. Coordinated order receipt activities, ensuring accuracy and efficiency.
5. Managed communication with customers regarding order status and updates.
6. Collaborated with sales management to ensure quality service delivery.

### 🎓 EDUCATION

Bachelor of Arts in Business Administration

📅 May / 2015-May / 2018

University of California

📍 Denver, CO

Studied business principles, with a focus on customer relationship management and service excellence.