

EVELYN WHITE

Customer Relations Executive

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PROFESSIONAL SUMMARY

Enthusiastic and client-focused professional with 2 years of experience in customer relations and conflict resolution. Proven ability to enhance customer satisfaction and streamline communication processes while addressing client needs effectively. Eager to leverage interpersonal skills and industry knowledge to drive positive outcomes and foster long-term relationships.

WORK EXPERIENCE

Customer Relations Executive

Blue Sky Innovations

Apr / 2024-Ongoing
Chicago, IL

- 1. Engaged with customers to explain various insurance options and tailored solutions.
- 2. Generated and presented quotations based on customer profiles and needs.
- 3. Exceeded daily sales targets, selling an average of 50 car and 20 home insurance policies.
- 4. Consistently recognized for top performance in quarterly reviews.
- 5. Collaborated with management to address and resolve customer-related issues efficiently.
- 6. Handled customer complaints regarding policy renewals and claims, ensuring satisfaction.
- 7. Negotiated competitive pricing and service options to meet customer expectations.

Customer Relations Executive

Summit Peak Industries

Apr / 2023-Apr / 2024
Denver, CO

- 1. Coordinated with insurance firms to process patient claims and ensure timely resolutions.
- 2. Managed customer grievances by liaising between clients and healthcare professionals.
- 3. Delivered exceptional service as a Guest Relations Executive in leading hotels.
- 4. Resolved escalated complaints, enhancing guest satisfaction and loyalty.
- 5. Trained new employees on customer service protocols and company standards.
- 6. Supported the Customer Relations Manager in expediting order processes.

EDUCATION

Bachelor of Business Administration

University of California

Apr / 2022-Apr / 2023
Portland, OR

Focused on customer relationship management and business operations.

SKILLS

Customer Engagement Strategies



Customer Needs Assessment



Communication Skills



Active Listening



ACHIEVEMENTS

- Increased customer satisfaction scores by 30% through effective issue resolution.
- Successfully handled over 100 customer inquiries weekly, maintaining a response time of under 24 hours.
- Achieved a 20% increase in client retention through personalized follow-ups and tailored solutions.