ROBERT SMITH

Customer Relations Representative I

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

10+ years of negotiating and relationship building experience in the private sector. Licensed to practice law in the District of Columbia. Resourceful team player who excels at collaborating and offering strategic solutions to customers and colleagues. Ability to understand needs of internal and external clients while maintaining a commitment to integrity, professionalism, and ethical practice. Negotiated over 100 content licensing agreements for inclusion in history, statistics, social science, business, and science & technology databases.

CORE COMPETENCIES

Microsoft Office Suite, LexisNexis.

PROFESSIONAL EXPERIENCE

Customer Relations Representative I

ABC Corporation - 2014 – 2015

Key Deliverables:

- Handled inbound sales calls for personalized gift orders from 700+ stores, catalog and Internet customers.
- Selected as liaison to 11 stores to ensure quality service and increase sales.
- Acknowledged for outstanding record of performance, professionalism, and reliability.
- Assisted in the Accounts Receivable / Payable department and managed when requested.
- Trained staff members on refund procedures and revised refund form to ensure consistency.
- Resolved customer accounts and responded to inquiries from vendors, employees, and management.
- Appointed to the Attendance Committee to evaluate and revise the employee attendance policy.

Customer Relations Representative

ABC Corporation - 2012 – 2014

Key Deliverables:

- General clerical duties.
- Answering inbound phone calls/placing outbound.
- Receiving/processing payments.
- Setting/confirming appointments.
- Filing all office paperwork.
- Customer service.
- Ect...

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EDUCATION

Juris Doctor - (Thomas M. Cooley Law School - Lansing, MI)

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