



# CHARLOTTE HARRIS

Customer Relationship Manager

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## PROFESSIONAL SUMMARY

Ambitious Customer Relationship Manager with two years of experience dedicated to elevating customer satisfaction and loyalty. Proficient in assessing client needs and delivering customized solutions that drive engagement. I aim to utilize my strong interpersonal and analytical skills to forge enduring relationships and contribute to your team's success.

## WORK EXPERIENCE

### Customer Relationship Manager

Maple Leaf Consulting

📅 May / 2024-Ongoing

📍 Toronto, ON

1. Analyzed customer accounts to provide tailored financial solutions, enhancing satisfaction.
2. Organized and managed loyalty programs in collaboration with mutual fund companies to boost engagement.
3. Expanded account relationships by addressing customer needs and ensuring high service levels.
4. Counseled clients on mortgage financing options, facilitating a smooth application process.
5. Prepared detailed sales reports for management review to inform strategic decisions.
6. Analyze customer feedback to improve service delivery and product offerings.
7. Trained and mentored new employees to ensure compliance and service excellence.

### Customer Relationship Manager

Cactus Creek Solutions

📅 May / 2023-May / 2024

📍 Phoenix, AZ

1. Collaborated across banking departments to enhance customer service delivery.
2. Provided immediate assistance for a variety of banking services, fostering customer loyalty.
3. Engaged in fraud detection and risk management to protect customer accounts.
4. Identified account risks and implemented strategies to mitigate exposure effectively.

## EDUCATION

### Bachelor of Business Administration

University of California

📅 May / 2022-May / 2023

📍 Seattle, WA

Focused on customer relationship management and business communication.

## SKILLS

Sales Strategy Development



Time Management



Client Retention Strategies



Market Research



Quality Assurance



## INTERESTS

🔧 Woodworking

🔭 Star Gazing

★ Theatre

🏠 Architecture

## STRENGTHS

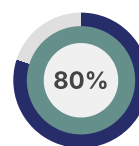
😊 Politeness

🚩 Determination

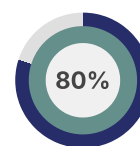
🚀 Ambition

✅ Dedication

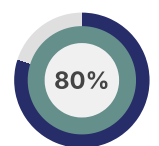
## LANGUAGES



English



Russian



French

## ACHIEVEMENTS

🌟 Increased customer retention rates by 15% through targeted loyalty programs.

🌟 Successfully resolved 95% of customer inquiries on the first contact.