



JAMES CLARK

Customer Service Coordinator I

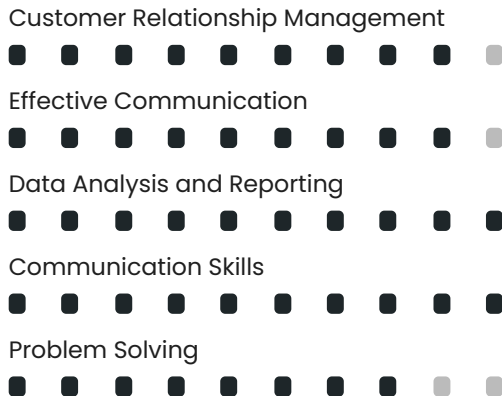
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SKILLS



INTERESTS

DIY Projects

Crafting

Meditation

History

STRENGTHS

Humility

Innovation

Insightfulness

Integrity

LANGUAGES



ACHIEVEMENTS

- Increased customer satisfaction scores by 20% through the implementation of a feedback system.
- Streamlined order processing, reducing turnaround time by 30% and improving service efficiency.

PROFESSIONAL SUMMARY

With a decade of experience in customer service coordination, I excel in streamlining processes to enhance client satisfaction and operational success. My expertise in resolving complex issues and leading teams drives improved service delivery and fosters strong customer relationships. I am committed to leveraging data-driven insights to implement effective strategies that elevate the customer experience.

WORK EXPERIENCE

Customer Service Coordinator I

May / 2018-Ongoing

Maple Leaf Consulting

Toronto, ON

- Coordinated staffing and resource allocation to enhance departmental efficiency and achieve service goals.
- Maintained trust as a key holder, overseeing store operations and ensuring compliance with company policies.
- Processed sales orders in SAP, effectively communicating customer requirements to manufacturing teams.
- Utilized appointment management software to schedule and follow up on client appointments.
- Analyzed call volume data to optimize workforce management and improve customer service response times.
- Drafted and managed documentation for damage claims, billing inquiries, and service complaints, ensuring prompt resolution.
- Facilitated student guidance through the admissions process, contributing to their educational success.

Sales, Administrative Assistant/Marketing Assistant

May / 2015 - May / 2018

Crescent Moon Design

Portland, OR

- Developed marketing strategies that successfully attracted new customers to the business.
- Monitored and managed budgets, ensuring alignment with financial goals and operational needs.
- Coordinated event planning and logistics for trade shows, enhancing brand visibility.
- Provided exceptional customer service by maintaining a feedback database and conducting outreach to former clients.
- Executed various administrative tasks, including presentation creation and document management.
- Oversaw customer service job performance metrics, ensuring adherence to quality standards.

EDUCATION

Bachelor of Business Administration

May / 2012-May / 2015

University of California

Santa Monica, CA

Completed coursework in business management, marketing, and customer relations.