

ROBERT SMITH

Director Of First Impressions

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

SUMMARY

Customer Service Manager experienced with managing complex projects and driving productivity improvement and providing customer relationships through clear and helpful communication that addresses, inquires and resolve problems as they arise. Seeking an position as a Receptionist, Customer Service Representative, Clerks,Secretary, Retail.

CORE COMPETENCIES

Real Estate, Sales, Managment, Database, Database Management, Excel, Marketing, Microsoft Office, Transcription, Customer Service, Writing/Editing/Proofreading, Copywriting, AP Style, Teaching

PROFESSIONAL EXPERIENCE

Director Of First Impressions

Keller Williams Island Life Real Estate - December 2017 – Present

Key Deliverables:

- Create marketing materials, press releases and other promotional flyers to advertise market center events;
- Assist agents with open house Ads and other marketing needs.
- In charge of social media, email marketing and web campaigns to maintain communication between agents and promote the market center.
- Provide superior customer service support to clients, potential clients, agents, and new recruits in person and over the phone.
- Schedule and plan all training classes for agents, create powerpoint presentations for meetings and career nights and update and maintain monthly training calendar.
- Assist with onboarding of new agents by conducting orientations and ensuring all paperwork is properly executed and maintained.
- Handles multi-line incoming calls, routes/screens calls, phone messages, assists callers with information needed.

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Hamilton College - December 2012 – November 2017

Key Deliverables:

- Ensured that correct security database access was maintained for budget officers and created new account numbers in the colleges database management system.
- Collaborated with the accounts payable department to streamline the efficiency of reimbursement processing and corporate credit card uploads.
- Planned and coordinated all special events for the business office and served on the colleges event planning committee.

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- Co-chaired the communications committee, which publishes quarterly online newsletters for the colleges faculty and staff.
- Financial aid assistant scan student files and attach scanned documents to student electronic file in campus view for review and submission to the department of education;
- Call, email or pull students from class who need to complete financial aid paperwork;
- maintain financial aid daily appointment schedule and ensure every student is seen.

EDUCATION

MS in Education/Tech integration, Summa Cum Laude - 2006(Walden University)
BA in English, Magna Cum Laude - August 1997 to May 2001(Siena College - Loudonville, NY)

