

HARPER LEWIS

Executive Resolution Specialist

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PROFESSIONAL SUMMARY

Proficient Executive Resolution Specialist with 7 years of experience in managing complex customer disputes and enhancing overall satisfaction. My expertise lies in strategic problem-solving and effective communication, leading to improved operational efficiency. I am committed to fostering strong client relationships and delivering exceptional service through innovative resolution strategies.

WORK EXPERIENCE

Executive Resolution Specialist

WidgetWorks Inc.

📅 May / 2021-Ongoing
📍 Denver, CO

- 1. Managed inbound calls, providing tailored solutions to complex customer inquiries.
- 2. Resolved escalated complaints at an Executive Level, including installation and regulatory issues.
- 3. Led initiatives in the Retention department to enhance customer loyalty.
- 4. Increased revenue by promoting company services and solutions effectively.
- 5. Facilitated de-escalation processes, ensuring positive outcomes for high-stakes situations.
- 6. Oversaw VIP accounts, guaranteeing timely and satisfactory resolutions.
- 7. Generated correspondence related to contracts, account statuses, and customer inquiries.

Executive Resolution Specialist

Crescent Moon Design

📅 May / 2018-May / 2021
📍 Portland, OR

- 1. Processed account maintenance requests efficiently, ensuring accurate customer information.
- 2. Collaborated with the Executive office to address sensitive customer issues promptly.
- 3. Resolved escalated complaints regarding company policies, enhancing customer trust.
- 4. Managed the opening and closing of customer accounts while ensuring compliance.
- 5. Handled requests for dispute resolutions, including customer callbacks and faxes.

EDUCATION

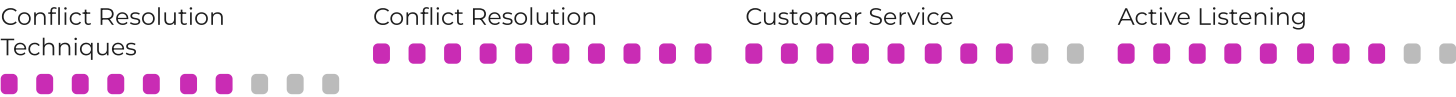
Bachelor of Arts in Communication

University of California

📅 May / 2015-May / 2018
📍 Seattle, WA

Studied communication theories and practices, focusing on interpersonal and organizational communication.

SKILLS



ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rate through effective issue resolution strategies.
- ★ Recognized as a top performer in the region, consistently resolving 98% of escalated cases.