Name of Candidate

**Address** Unit 000/00 Street St Suburb NSW Post Code

**Mobile** 0000 000 000 **Email** nameXYZ@hmail.com

**Experienced Customer Service Professional**

* Positive disposition with a “can do” attitude. Enjoy challenging environments.
* Highly developed communication, organisational and problem-solving abilities.
* Quick learner, highly adaptable, reliable and a strong team player.

**Profile**

I am a Customer Service Professional seeking a new and challenging opportunity to utilise my knowledge of sales and marketing. I thrive working in a fast pace environment that requires problem solving, implementing new ideas and delivering excellent customer service.

My Strengths

* **A good understanding of sales and marketing processes** including retail management, up-selling, meeting targets, market research and advertising.
* **Advanced organisational, time management and prioritising skills**, with the talent to consistently achieve under the pressure of KPIs, whilst managing multiple responsibilities.
* **Excellent interpersonal skills** - able to build strong relationships with clients, colleagues and management on all levels.
* Strong client focus with a proven **commitment to the delivery of customer service excellence**.
* **Willing and supportive team player**, with extensive experience co-ordinating and participating in multi-disciplinary teams, along with experience supervising and training staff.
* **Excellent general administration skills** – including reception, workflow management, drafting correspondence and managing databases.

QUALIFICATIONS

Bachelor of *Name of Degree* Name of University Year

Certificate L4 in *Name of Certificate* Name of Institution Year

Higher School Certificate Name of High School Year

Summary of Experience

Customer Service Assistant Name of Employer Dates of Employment

Customer Service Manager Name of Employer Dates of Employment

Customer Experience Consultant Name of Employer Dates of Employment

Marketing Assistant Name of Employer Dates of Employment

Account Executive Name of Employer Dates of Employment

KEY experience

**Name of your role Name of Employer Dates (start from most current role)**

***Summary of your role.***

*Account Management role responsible for servicing the needs of clients via an online database. Office based role handling all phone and email requests and enquiries. Assisting a small client service team.*

***Key responsibilities:***

* **Inbound sales-ad hoc:** Outlined and sold all services including ‘membership’ to clients and recognizing opportunities for other services. Distribution of manual TV segment alerts. Account management of all members and causal ad alerts. Handling all general enquiries, quotes, orders/sales.
* **Client database maintenance:** Managed the email alert subscription service. Updated contacts and their alerts as required and regularly reviewed the service and users. Maintained an up to date client database, removing and adding new contacts as required and updating company name and address details.
* **Finance enquiries:** Deal with ad alerts account enquiries relating to invoice queries and purchase order matters. Liaised with Finance Director to resolve issues.
* **General team responsibilities and activities**: recognized revenue growth opportunities, client relationship trends and patterns and passed on new business potential leads from Ad Alerts to the business development manager. Provided general assistance to existing portfolio clients. Provided assistance with urgent required ad problems with logins and websites, adding new contacts. Assisted the production manager and managing director with research and projects as required.

***Key Achievements:***

* Managed the client service team successfully by myself for a day, everyone from my client service team was away including my Managing Director.
* Managed and ran the ad alerts department for 3 days while my Senior Account Manager was away.

**Store Manager Name of Employer Dates**

*A fast paced role responsible for managing a team and the day to day running’s of the Review boutique.*

***Key responsibilities:***

* **Managing all store operations on Sundays and Mondays**: some of the main tasks included opening and closing the store, updating and maintaining the budget book, and striving for excellent customer service for every sale. Managing visual merchandising and store presentation as well as driving staff performance, KPIs and Sales Targets.
* **Collated weekly performance reports, banking and weekly paperwork:** this included each team members weekly and month to date, productivity, sales and AVT. The weekly paperwork involved making sure all sales added up and matched each day and the banking was all completed correctly for the week.
* **Coached and lead the retail team**: This included rostering and on many occasions I would train the girls on different promotions of the week and focuses for the month.
* **Created and communicated daily action plans and budgets:** This included setting up a structured plan for what everyone was to be focusing on for each part of the day and what we needed to be making for different parts of the day to make budget. I would also let the girls know before their shift where we were currently sitting with our budget for the week and month to date.
* **Merchandising stock and, receiving and transferring stock:** involved taking control of what works best in the store and transferring the stock out which didn’t and following procedures when accepting stock in.

***Key achievements:***

* **Regularly hit weekly targets for the week when managing on the Sunday** and accumulating a lot of regular customers and some stylists within a short period of time.

**Why I left this position:**

* I went home to spend time with my family as my dad was very ill.

**Customer Experience Consultant Name of Employer Dates**

*Responsible for providing premium customer service (product, service and billing enquiries) to the general public for wireless internet, telephone and mobile phone customers.*

***Key responsibilities:***

* **Troubleshooting of service and billing customer issues**, effectively managing conflict, logging details of each call, and escalating complex enquiries to technical support.
* **On-going professional development** in relation to customer service and operational procedures.

***Key achievements:***

* **Consistently achieve KPIs** – calls resolved and escalated and compliance to procedures.
* **Recognised for customer service excellence** - achieving “outstanding service” rating of >85%.
* **Responsible for communicating product / service changes to the team** e.g. encourage team to refer customer to use voice recognition for basic enquiries.
* Invited to **provide customer service input to Marketing team.**

**Supervisor of General Entertainment Name of Employer Dates**

*Extremely busy role responsible for managing staff and ensuring excellence in client experience.*

***Key responsibilities:***

* **General running of office activities** – managing queues, ensuring adequate staff in each location, stock control of candy bars, and cleanliness of facilities.
* **Leadership of 6-10 staff**, including rostering, coaching staff in up-selling and achieving targets, and resolving escalated client issues.
* **Shift close-off procedures** – counting up revenue and managing safe deposits, securing offices, and reporting on sales and attendance.

***Key achievements:***

* **Appointed to manage film premieres attended by VIPs** e.g. “Quantum of Solace”.

**Account Executive Name of Employer Dates**

*Provided support to 4 senior managers of the digital department – made redundant due to GFC.*

***Key responsibilities:***

* **Created briefs on client website requirements** for production, creative, print, artwork and copy teams.
* **Set-up and managed jobs using Starflow workflow system**, including weekly WIP reports and quarterly reporting on all projects.
* **Research** – on campaign effectiveness and current events to feed into campaigns.

***Key achievements:***

* Assisted in the **account management of the first Sony *Facebook* gifts application**.
* Undertook **quality checking of all work created** against client requests.
* **Prepared presentations** for Account Mangers and Account Directors.

 **Why I left:**

* I was made redundant

ADDITIONAL INFORMATION

**Nationality** Australian

**Drivers Licence** Current NSW C Class

**Interests** Reading, Tennis, Movies, Soccer, Music

**Referees** Available on request

Computing skills

**Microsoft Office** Word, Excel, PowerPoint, Internet Explorer, Outlook

**Management Systems** Starflow, CRM databases (ICON), CSS Databases, Admin alerts, Admin Online, BCC.

**Graphic Software** Photoshop

**Platforms** Mac, PC

**Other** Retail POS systems