

CUSTOMER SERVICE PROFESSIONAL

Ambitious, enthusiastic, persuasive, and results-driven customer service professional who succeeds by providing information and support to influence customers and close deals. Key qualifications include:

Sales and Customer Driven: Consistently employ a professional, enthusiastic focus on delivering proactive, timely, quality customer care and information. Knowledgeable and professional resource for customers at all levels. Experience working with management to identify process and program improvements. Experience identifying and qualifying dealers for inclusion in company's network. Logical, practical, and rational while also creative in resolving issues and achieving results. Actively seek and embrace challenges of new project ownership to further company's success and personal expertise.

Communication/Leadership/Training: Effective, purpose-driven leadership style, simultaneously people and task oriented. Able to connect with customers and colleagues, stimulate interest, and sell ideas by using well-developed communication, presentation, and interpersonal skills in large groups, one-on-one, in person, over the phone, and in writing; for sales, service, and training. Reliable, working as a self-motivated independent contributor while also a positive member or leader of effective teams.

Analytical/Organizational Skills: Possess well-honed analytical skills, capable of using existing and learning new tools to evaluate current data, conduct forecasting analysis, report on metrics, and develop strategic growth plan. Sharp organizational skills illustrated by the ability to manage multiple challenging projects simultaneously in a fast-paced, ever-changing environment by assessing priorities and ensuring all follow-up is completed and timelines are met.

Computer Skills: Microsoft Word, Excel, PowerPoint, and Outlook; Salesforce I; Microsoft MapPoint, AS400; and proprietary ordering systems, with the ability to quickly learn new systems.

PROFESSIONAL EXPERIENCE

XXX, City, State

Year – Present

Customer Service Coordinator, Xxxx Division (December year – December year)

- ◆ Served as Sales Rep for inside sales dealers; provided support for preseason and in-season sales programs and coordinated all sales promotions. On average, moved 2 quality dealers back into the field annually and achieved overall sales growth year xxxx through year xxxx.
- ◆ Provided phone support for dealers and field sales representatives, supplying program assistance and shipment updates resulting in Retailers meeting sales goals and creating satisfied customers.
- ◆ Exceeded established delivery goals and achieved an effective balance between sales support, optimal inventory levels, and costs through timely management of shipments to west coast distributor.
- ◆ Using prospecting tools such as Microsoft MapPoint and Tableau, partnered with field reps to identify new dealers capable of growth in a stagnant market.

Phone Center Customer Service Representative (February year – November year; year & year seasonally)

- ◆ Liaised with Mass Retail Accounts and Store Coordinators to discuss updates and product/policy changes.
- ◆ Represented customer service group in cross functional meetings and seminars.
- ◆ Utilized customer-first written, communication skills to sell parts/equipment and support consumers, dealers, and retailers. Followed warranty, return, and no-charge parts policies when resolving customer questions and issues. Positively handled customer situations before escalating them to a manager.
- ◆ Trained seasonal employees, providing product/service information, support, and guidance.
- ◆ Selected to investigate and design a pilot program to improve company's Talent Recruiting.

CUSTOMER SERVICE EXPERIENCE, CONTINUED

XXX, City, State

Year – Year

TSR / Ticket Sales Representative

- ◆ Sold a variety of ticket options, focusing on Group Sales to non-profit, organizations, and schools.
- ◆ Maintained a detailed sales plan for individual and group ticket sales.
- ◆ Coordinated large scale events working successfully with multiple departments, including Community Relations, Marketing, and Retail, to showcase and gain visibility for the client organization.

EDUCATION / TRAINING

XXXXXXXXX UNIVERSITY, City, State, year

B.S. in Sports Management

- ◆ President, Student Organization for Sports Administration majors. Planned and executed large events.
- ◆ Member, Youth Council Advisor Board tasked with developing the first-ever Tallmadge organization focused on youth activities.
- ◆ Elected Field Captain of Xxxxxxx University's Ultimate Frisbee Team, responsible for new member recruitment and coordinating team tournament trips.

NCSA (National Customer Service Association)

CCSP Certification (Certified Customer Service Professional), year**VOLUNTEER / LEADERSHIP ACTIVITIES****Corporate Giving**

XXXXXXXXX, City, State

- ◆ Coordinated company's quarterly food drive events to support four (4) local food pantries, raising \$20,000 annually.

Endurance Fitness

Passion for fitness, having completed Ironman Louisville in xxxx. Compete regularly in endurance events, including xxxx (year) *Warrior Dash* (City, State) and xxxx (year) *XTERRA City* (City, State), and upcoming Spartan Race in Month of xxxx (year).

Non-Profit FundraisingParticipant, *BIKE FOR THE CURE*, City, State, year - year

Raised \$1000+ annually to benefit the American Diabetes Association.