

RELOCATION INDUSTRY CUSTOMER SERVICE

Project Management ... Executive Level Customer Care ... Extensive & Evolving Local Knowledge

- **10+ Years’ Experience Leading 1:1 Executive Level Domestic & Global Relocation Support Programs**
 - **Consummate customer care professional, innately focused on delivering top-tier service**
 - **Globally minded, multi-lingual, able to work effectively with diverse people and cultures**

Professional, customer-first, globally-minded project management American citizen with 15 years’ experience living and working in Europe, Asia, and South America. Diplomatic and culturally sensitive with multi-lingual skills, including fluent French and German (oral and written) and basic Spanish and Japanese. Establish and nurture client rapport and relationships. Knowledgeable and enthusiastic about the area, with expertise in local and international transitioning and settling in, including recent completion of the ERC Workforce Mobility Essentials certification. Adept at shepherding international clients through complicated government requirements. Seeking relocation industry opportunities that will leverage my life and work experiences and allow me to provide professional, customized, destination service support to relocating families.

Customer Service	Communication	Project Management
Customer/Situation Assessment	English / Spanish / German / French / Japanese	Strong Executive Functioning Skills
Consultative / Responsive / Supportive	TESOL Certificate0.0.	Prioritize Multiple Projects Effectively
Customer-Focused Market Information	Superior Verbal & Written Communication	Timely Delivery of Information & Service
1:1 and Group Relocation Expertise	Contribute Independently & Within a Team	Problem Solver in Pressure Situations
Always Aim to Exceed Expectations	Follow Employer Protocols & Processes	PR/Marketing Experience
Executive Service Sales Experience	Continuously Updating Computer Skills	Vendor Communication & Management

Professional Highlights

- **Executive Level Service:** During year to year, worked with 27 internationally-relocating executive-level families, providing local tours, area information, and extensive support in viewing and evaluating luxury rental properties. Received glowing feedback and evaluations, with an overall 4.8/5.0 rating.
- **Client Success Stories:** Annually, provide 12-15 group looksee programs, leading tours, researching and reporting on area housing information, and providing follow-up support per each contracted service. Services have resulted in an 85% conversion to relocation rate and top-tier feedback.
- **Business Development:** Grew program viewership by 20% and advertising revenue by 17% YOY through savvy pursuit of best-in-area homes and industry-related guests to profile on the Xxxxxx Home and Garden Show.

Pertinent Employment

<i>Relocation Associate, XXXXXXX RELOCATION COMPANY, City, ST</i>	year – year
<i>English Instructor, XXXXXXXX SCHOOL, City, Ecuador</i>	year – year
<i>English Teacher/Consultant to Schools & Businesses, City, Germany</i>	year – year
<i>Associate Producer, XXXXX HOME AND GARDEN SHOW, City, ST</i>	year – year
<i>Sales Associate, XXXX RADIO STATION, City, ST</i>	year – year

Education / Training / Professional Development

U.S. Workforce Mobility Essentials Certificate, WORLDWIDE ERC, year
TESOL Certificate, XXXXXXXX UNIVERSITY, City, ST, year
MA English, UNIVERSITY OF XXXXXXXX, City, ST, year
BA French and Broadcast Communications, XXXXXXXX COLLEGE, City, ST, year
Advanced German Language Classes, XXXXXXXX, City, Germany, year
Introductory Japanese Classes, XXXXXXX Language School, Japan, year