

D2B SALES

Career Overview

Highly enthusiastic customer service professional with 10 years client interface experience. Reliable Customer Service Representative with extensive track record in demanding sales and account management environments. Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

Core Strengths

- Strong organizational skills
- Active listening skills
- Seasoned in conflict resolution
- Sharp problem solver
- Courteous demeanor
- Energetic work attitude
- Customer service expert
- Telecommunication skills
- Adaptive team player
- Opening/closing procedures

Accomplishments

Customer Assistance

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

Sales

- Consistently generated additional revenue through skilled sales techniques.

Work Experience

D2B Sales May 2015

Company Name 1/4 City, State

Developed highly empathetic client relationships and earned reputation for exceeding sales goals. Achieved high sales percentage with consultative, value-focused customer service approach.

Customer Service Sep 2013

Company Name 1/4 City, State

- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges. Created new processes and systems for increasing customer service satisfaction.

Customer Service Rep Sep 2013 to May 2015

Company Name 1/4 City, State

Prevented store losses using awareness, attention to detail and integrity. Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges. Created new processes and systems for increasing customer service satisfaction. Developed highly empathetic client relationships and earned reputation for exceeding sales goals. Achieved high sales percentage with consultative, value-focused customer service approach. Managed quality communication, customer support and product representation for each client. Worked under strict deadlines and responded to service requests and emergency call-outs. Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders. Assisted customers with store and product complaints. Guaranteed positive customer experiences and resolved all customer complaints. Accurately logged all daily shipping and receiving orders. Kept abreast of rapidly evolving technology.

Trainer New Hire Customer Service Specialist Jan 2000 to Jan 2006

Company Name 1/4 City, State

- MS Office power-user with additional proficiencies in assorted 2001-2010 databases.
- Provided telephone, online and face-to-face customer service/support within Awards high-volume call centers (handling an average of 95 calls/internet inquiries daily), busy retail customer service desks and five-star resorts.
- Top Performer Award, 2008, 2009 Six-Time Employee of Performance Review Exceeded the Month, 2004 to 2006 & the second year in a row, Tracy has been the top performer on my team For Five Service Star & exceeded her call metrics goals by 15% ...excellent communication, Awards, 2000 to 2004 technical support and troubleshooting skills & excels in working has independently in a fast-paced environment & become my # 1 trainer of Computer Skills new hires & (2000, 2002, 2003 & 2006 Performance Review, Drakes Janitorial Service.) Word, Excel, PowerPoint, & Tracy exemplifies excellent customer service & consistently thinks outside Access, Outlook, ACT!,

SQL the box and finds creative ways to solve customer problems & Identifies opportunities to increase customer retention and satisfaction through Mission State me nt the use of up/cross-selling strategies and excellent communication skills Strive to exceed &well organized, with the ability to multitask and prioritize workload & customer/ employer documents in detail all interactions with customers & (2005

Performance expectations by delivering Handles the demands of a high-volume customer service desk with ease & second-to-none service.

- exemplary customer service and complaint handling skills &dedicated and Maintain customer centricity in all initiatives &Our guests routinely rave about the above-and-beyond service and and interactions, always personalized attention they receive from Tracy & highly resourceful & a putting the customer first.
- consummate customer service professional Trained 95 new employees quarterly.

Educational Background

ASSOCIATE OF SCIENCE DEGREE , X-Ray Science 2003 HIGHTECHINSTITU i¼ City , State

Coursework in Business Administration and Organizational DevelopmentCoursework in Business, Marketing and Communications

Skills

ACT!, Call Center, CL, com, excellent communication, excellent customer service, Customer Service, customer

care, customer care, databases, Documentation, fast, Access, Excel, MS Office, Outlook, PowerPoint, 2000, nt, Word, problem solving, relationship building, retail, Selling, Sales Support, SQL, SUPERVISOR, technical support, User Support, telephone, trainer, Troubleshooting, well organized