

CENTER SALES

Summary

Results-oriented customer service manager with diverse background in management and customer service. Dedicated to providing excellent customer service and making operational and procedural improvements.

Highlights

- Leadership skills
- Team management
- Meticulous attention to detail and superb time management skills
- Persuasive
- Skilled multi-tasker
- Scheduling
- Deadline-oriented
- Focused on customer satisfaction
- Conflict resolution techniques
- Client relations specialist
- Results-oriented
- Exceptional motivational skills
- Effective agent coaching techniques
- Staff development and training
- Sound judgment
- Computer-savvy
- Calm under pressure
- Complex problem solving
- Process and Productivity improvement
- Natural leader
- Organized
- Unsurpassed work ethic

Experience

Center Sales , 11/2016 to Current Company Name 1/4 City , State Answering incoming calls and helping customers with reservations, storage payments, or any other questions they have. Identifying prospective customers using lead generating methods and setting up reservations for various pieces of equipment. Field an average of 50 customer service calls per day. Recommend and help customers select merchandise based on their needs. Serve as liaison between customers, store personnel and various store departments. Confirm that appropriate changes were made to resolve customers' problems with reservations. Inform customers about sales and promotions in a friendly and engaging manner. Processed up to 30 customer orders per day. Track down sources of special products and services to meet customers' special needs. Manage wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently. I deal with some confidential information such as the name on credit cards, the card number and expiration date, storage information, addresses, and emails. Completed documentation for product and service sales. Update database with customer and sales information. Establish new customer accounts. Provide accurate and appropriate information in response to customer inquiries. Address customer service inquiries in a timely and accurate fashion. Excelled in exceeding daily goals. Achieved high sales percentage with consultative, value-focused customer service approach. Compute accurate sales prices for rental and purchase transactions. Express appreciation and invite customers to return to the store. Develop a relationship with a new customer prospects or referrals. Regularly seek out opportunities to up sell and add on additional merchandise. Communicate all merchandise needs or issues to appropriate supervisors. Generate leads for new sales through telephone contact with customers.

Manager on Duty/ Team Lead , 03/2011 to 09/2012 Company Name 1/4 City , State

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Developed effective relationships with all call center departments through clear communication. Ran reports and supplied data to fulfill customer report requirements. Ensured that no shift was under or overstaffed by completing daily and weekly staffing schedules according to expected business volumes. Coordinated break and meal periods for staff according to activity levels. Directed employees through their daily routines. Provided leadership to a team during a shift. Motivated staff to deliver better results. Monitored staff performance during a shift and addressed any shortcomings. Mentored and trained new employees. Wrote up shift reports. Made sure that all staff were properly dressed and enforced grooming and appearance standards. Ensured the correct staffing levels for each shift. Completed payroll records and ensured that all staff files were up to date. Being involved in and contributing to team meetings. Making sure that all staff had the basic skills training needed to perform their jobs. Worked with upper management to ensure appropriate changes were made to improve customer satisfaction. Monitored the daily activities of 10-40 customer support team members. Interviewed, hired and trained new quality customer service representatives. Provided a high level of product and leadership support to representatives and clients. Effectively communicated with team members to maintain clearly defined expectations.

Receptionist/ Office Clerk , 07/2007 to 09/2008 Company Name 1/4 City , State

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Planned travel arrangements for 15-20 staff. Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information. Maintained the front desk and reception area in a neat and organized fashion. Designed electronic file systems and maintained electronic and paper files. Made copies, sent faxes and handled all incoming and outgoing correspondence. Organized files, developed spreadsheets, faxed reports and scanned documents.

Receptionist , 10/2004 to 08/2005 Company Name 1/4 City , State Received and screened a high volume of internal and external communications, including email and mail. Managed daily office operations and maintenance of equipment. Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports and lists. Received and distributed faxes and mail in a timely manner. Properly routed agreements, contracts and invoices through the signature process. Organized files, developed spreadsheets, faxed reports and scanned documents. Posted open positions on company and social media websites. Made copies, sent faxes and handled all incoming and outgoing correspondence. Supplied key cards and building access to employees and visitors. Dispersed incoming mail to correct recipients throughout the office. Wrote reports and correspondence from dictation and handwritten notes. Planned meetings and prepared conference rooms. Served as central point of contact for all outside vendors needing to gain access to the building. Maintained the front desk and reception area in a neat and organized fashion. Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information. Designed electronic file systems and maintained electronic and paper files.

Payoff Specialist , 12/2001 to 06/2003 Company Name 1/4 City , State

Responsible for filling out credit applications for customers interested in refinancing their automobile loans. Answered any questions in reference to the refinancing process. Transferred calls to the appropriate party when needed.

When I worked in the payoff department I had the responsibility of calling financial institutions and getting the payoff amount of the customer's current vehicle loan. Generating reports with the payoff information for the loan officers. Assisting loan officers as needed with overflow calls and any other work they needed done.

child care provider/ manager , 06/1998 to 11/2001 Company Name 1/4 City , State

I was responsible for the care of children, making their lunches, dropping them off and picking them up from school, planning daily activities and learning time for them, handing out paychecks to employees at the end of the week, making sure parents had their payments in on time, going through the children's folders to make sure all paper work was up to date and filled out correctly, giving tours of the facility to prospective parents, and making sure the facility was clean and locked up at the end of the work day.

Education

High School Diploma : general , 2000 John F Hodge High 1/4 City , State , USA Coursework in Marketing, Business Management and Communications.Â Member of Â Debate and Speech Clubs.Â Student government representative.Â Data Entry Office Assistant Certificate.Â

Languages

Fluent English reading and writing

Technical Skills and Qualifications

Microsoft Word, Excel, Power Point, Outlook