

ACCOUNT SERVICE REPRESENTATIVE II/TECH

Summary

Professional Account Manager trained in building strategic network ties and increasing sales revenues. Cultivates and maintains strong customer relationships.

Accomplishments

- Prospecting and cold callingExcellent communicatorStrong interpersonal skillsCustomer service-focusedTeam building expertiseTech-savvySkilled in MS OfficeProject managementProven sales track recordPromotional campaignsPowerPoint expertLeadership/communication skillsSkilled multi-taskerStrong organizational skillsStrong communicatorActive listening skillsExceptional customer service skillsSelf-motivated.
- Accomplishments.
- Named "Employee of the Month" in 02/2014 at C Spire. Winner of the "C Spire Employee of the Quarter" Award, 1st Quarter 2014. Maintained 100% Survey Rating entire tenure at Foshee Residential. Top 5 in New Accounts at Foshee Residential (2012) 1st Place Southeast Regionals American Kickboxing Academy Tournament (3x) for Shogun MMA.

Experience

Account Service Representative II/Tech

January 2012 to May 2014 Company Name i¼ State

- Project Design & Development LeadMay 2014.
- Henderson-Thomas * Birmingham, Alabama.
- Discover, design and build new user experiences to drive the next generation of portals, applications and Web properties, including mobile.
- Design visually stunning, cutting-edge graphics, animations and interactions for Web sites, portals and applications.
- Produce visual assets needed by development team.
- Contribute to building the Company brand on portals, applications, mobile apps and Web sites by executing user interface design consistently on all deliverables.
- Refine low to high-fidelity wireframes into designs for the information architecture, navigational models, process flows, page layout, information displays and interactional components based on user research and in partnership with user experience interaction designers.
- Research and communicate trends and best-practices related to visual design and branding Every team member of the C Spire Crew is charged with bringing a strategic vision of personalized wireless to life.
- Responsible for achieving sales goals and customer satisfaction standards at designated retail locations.
- ASRs must demonstrate a strong aptitude and knowledge of all things technology personalized to each customer's needs, and project an energetic and upbeat professional image.
- This position is also responsible for integrating technology into the consumer's life with amazing ease and effectiveness.
- ASR II is also charged with extra supervisory duties such as key holding and employee management and inventory auditing.
- Developing and maintaining in-store promotions, and coordinating with appropriate personnel Implementing and managing wireless sales events Provide positive.
- reinforcement and adult learning techniques to promote learning and skill improvement. Participated in "Fiber to The Home" installation's receiving basic knowledge of Telephone, Cable and Internet home installation.
- Successfully increased positivity and smiling in the workplace.
- Promoted group activities and continuously met my quota and passed customer experience surveys and mystery shops.
- Gained promotion to level II (key holder/assistant manager) position based on experience and performance.

January 2010 to December 2012 Company Name i¼ City , State

- Responsibilities Supervise and assists staff to ensure they are well informed on their position responsibilities and are performing at or above expectations.
- Managers with leasing staff are responsible for agents overall performance including leasing numbers and entering traffic Train new staff as well as provide on-going training and feedback on performance Ensures that building and office are properly staffed at all times Approves time off request for staff Ensures staff provides necessary customer relations for superior customer satisfaction Routinely inspect properties to ensure they are safe and to determine if repairs or maintenance are needed Monitors property vendors to ensure quality service Process work orders and monitors direction of property maintenance operations to ensure compliance with company standards Respond to tenant requests and issues in a timely manner Maintain customer service standards and resident relations Complete leasing/administrative paperwork Accountable for market surveys Keeps lease occupancies and rents at highest desired level Review delinquencies and assist in collections May oversee the preparation of budgets, financial statements and periodic reports on the status of various properties, lease expirations and related matters Ensure market ready condition of vacant units and manage turn-over Coordinate lease terminations, preliminary inspections, and apartment turn-over Provides tours of apartments and community to potential residents for purpose of leasing apartments Coordinate outreach marketing and advertising Conduct the leasing process with prospects in absence of leasing consultant Completes all other projects or requests as directed by Supervision.

Martial Arts Instructor/Client

January 2008 to May 2012 Company Name i¼ State

- Instruct students in varied martial arts techniques Prepare and distribute detailed monthly, quarterly and yearly reports to clients.
- Provide required information and documents to clients.
- Prepare reports of client meetings to record the details for future reference.

- Submit client meeting reports to manager or supervisor.
- Provide support and assistance to management teams.
- Audit all client liaison active accounts.
- Revise submission and account closure applications.
- Develop liaison with client service and collection department to provide required information and acquire necessary documents.
- Revise and distribute contractual referrals.
- Provide feedback to management on areas of improvements.
- Recommend implementation of enhanced processes.
- Plan and schedule monthly meetings with clients. Monitor client satisfaction through follow up on solving client issues and problems.
- Initiate measures to research and resolve client raised issues.
- Collaborate with clients to identify and implement value added services. Grew customer base from 13 accounts to 34 accounts in 2 years.

Education

Bachelor of Science : Business (Entrepreneurship) , 2014 Auburn University 1/4 City , State , United States GPA: GPA: 3.87 Business (Entrepreneurship) Coursework in Business Administration and Management Coursework in Marketing and Communications Coursework in Public Relations GPA: 3.87

High School Diploma : Math & Science , 2009 Alabama School of Math & Science * Auburn 1/4 State , United States GPA: Student government representative HiQ Member Honor Student 2009 Dean's List Math & Science Student government representative HiQ Member Honor Student 2009 Dean's List

Skills

advertising, arts, auditing, basic, branding, Business Administration, C, Cable, consultant, client, clients, customer relations, client liaison, direction, financial statements, image, employee management, managing, marketing, market, meetings, office, Monitors, next, page layout, personnel, processes, Project Design & Development, promotion, Public Relations, quality, receiving, repairs, Research, retail, sales, strategic, supervisor, supervisory, Telephone, user interface design, vision, Web sites