

JANE RUSSELL

CUSTOMER SERVICE RESUME

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Summary

A level headed, calm and unflappable individual who is able to carry out any customer service role professionally and effectively. Jane has a long track record of increasing customer loyalty and retention, she does this through having an in-depth understanding of the tasks, responsibilities and skills involved in customer service work. She always keeps her customers updated on issues important to them and works hard to meet requests for information in a timely and efficient manner. Right now she is looking for a suitable position with an exciting and ambitious company.

Skills

Customer service

Relationship building
Complaint Procedures
Positive language
Telephone techniques
Effective questioning
Managing objections
Customer satisfaction
Web chatting

Professional

Process Development
Highly organised
Planning & preparation
Managing time
Troubleshooting
Negotiating skills
IT skills
Multi-tasking

Personal

Listening skills
Customer engagement
Working with others
Body language
Pro-active
Self disciplined
Articulate
Tenacious

Career

CUSTOMER SERVICE ADVISOR

May 2007 - Present

Call Centre

Responsible for handling a wide range of incoming calls and face to face meetings with customers. Also in charge of resolving all interactions positively and to the customers complete satisfaction.

- Responding appropriately to customer questions and comments.
- Screening calls, and handling 'wafflers' and 'insistent' callers.
- Identify gaps in a customer's records & then collecting information to fill them in the gaps.
- Assisting customers in making a decision about a product or service to buy.
- Maintain and updating customer databases.
- Keeping accurate records of discussions or correspondence with customers.
- Processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.
- Undertaking general administrative duties like filing, photocopying and opening mail.

CUSTOMER SERVICES ASSISTANT

Feb 2006 – May 2007

Retail Shop

Academic

Nuneaton University 2003 – 2006

Business Administration BA (Hons)

Nuneaton College 2001 – 2003

A levels: Math (A) English (C) Physics (B) Geography (D)

References

Available on request.



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