Jeremiah Banner

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Professional Summary

Motivated Customer Relations Executive who excels in producing top-performing customer service teams. Proficient in recruiting training and managing teams and individuals. Specialize in data analysis call center management and customer relationship management software.

Core Qualifications

- Call center management
- Motivational leadership style
- Software program development
- Results-focused training methodology
- Highly successful conflict resolution skills
- Public speaking
- Detail oriented

Experience

Customer Relations Executive
3/1/2008 - 9/1/2013

Target
San Diego, CA

- Managed 12 customer relations teams in two districts in the San Diego area consisting of over 800 team leaders and team members.
- Implemented several training programs for varying store types including data input analysis and reports.
- Increased the districts' customer service employee retention percentage by 19% in Q1 2012.

Customer Relations Executive
1/1/2001 - 2/1/2008

Cox Communications
San Jose, CA

- Improved customer retention rate by 11% YTD in Q4 2007.
- Instituted new training programs to increase employee retention customer satisfaction and new client apprehension.
- Partnered with local businesses and communities to expand community service projects and enhance customer relations.

Customer Relations Executive
5/1/1998 - 12/1/2000

M and O Manufacturing
Tacoma, WA

- Established recruitment selection and training policies that saw a client-retention rate increase of 27% over the course of employment.
- Collaborated with numerous department managers to create and execute a web-based customer experience to improve customer relations.
- Lead a customer relations team of over 225 members.

Education

Bachelor of Art - Business Management
1998

University of Washington
Seattle, WA