

Mathew Smith
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Career objective:

Seeking a challenging role as a Customer Relation Manager wherein my skills and knowledge can be utilized for the growth of the organization.

Summary of Qualifications:

- Possess ten years of experience in the field of interactive marketing
- Excellent communication and leadership skills
- Ability to manage multiple programs at one time
- Excellent interpersonal and relationship building skills
- Self motivated, enthusiastic and ability to motivate staff
- Profound computer knowledge like Microsoft word, spreadsheets, Microsoft excel, lotus, crystal reports and the internet
- Detail-oriented with excellent problem solving skills
- Ability to lead customers through the life cycle to achieve the set goals

Work History

Customer Relation Manager

2005-present

Allen's Management Co Inc

Morristown, NY

Responsibilities:

- Assigned the tasks of implementing project plan as well as gaining agreement with client's
- Handled the tasks of developing and executing online acquisition generation marketing activities like Search Engine Marketing, email campaigns, Online Advertising, and newsletters
- Performed various coaching sessions with the project teams
- Handled the tasks of managing in voicing and collection process
- Assigned the responsibilities of monitoring data feeds from marketing campaigns
- Performed activities like reviewing and implementing data hygiene activities

Senior Customer Relation Executive

2001-2004

Anny System Solutions

Morristown, NY

Responsibilities:

- Solved customer queries and generated ideas to improve customer's challenges and issues

- Ensured complete satisfaction and maximum utilization of the product sold to customers
- Developed long-term and short-term communication strategy to assist rollout of CRM applications
- Reviewed customer's complaints and initiate solutions in an effective and timely manner
- Coordinated in a variety of projects from initial to completion stage

Professional Achievements:

- Successfully increased revenue by 20% with the implementation of contact strategies across multiple segments and all customer touch points
- Implemented innovative methods to reduce the cost of campaigns by 10%

Educational Qualifications:

- Saint Anthony Business Management, New York University
Bachelor's Degree in Marketing in the year 2000

References:

- Mr. Thomas Gray
- Customer Relation Manager Specialist
- Millwood Global Interactive Centre
- Cell :(915) 666-896
- Email: gray.thomas@yahoo.com