

## CLIENT SERVICE SPECIALIST

### Professional Summary

Results oriented business professional with a successful track record in the areas of: Strategic planning; implementation and operation of programs within set time frames; volunteer management,

Proven ability to see the "big picture" and quickly isolate areas for improvement. Strong analytical and problem solving ability combined with a solid understanding of team work. Ability to communicate well with individuals at all levels of the organization.

### Core Competencies

- Personable professional with quick learning skills
- Ability to effectively work independently and with a team
- Excellent Communication Skills- Written & Oral
- Highly organized and dedicated person with positive attitude.
- Highly motivated self-starter who takes initiative with minimal supervision
- Flexible team player with the ability to effectively prioritize and juggle multiple concurrent projects while still making deadlines
- Strong logical & analytical thinker with demonstrated talent for problem solving
- Thrive on challenging tasks in office environment.
- Confident, hard-working individual who is quick to assimilate new concepts and meet challenges

### Professional Experience

Client Service Specialist Sep 2012 to Current

Company Name 1/4 City , State

- Responsible for the analysis, troubleshooting and resolution of second-level service desk incidents Plan and manage program implementation for new clients; facilitate on-line registration for members and ensure all eligible members have access to website.
- Manage administrative/database functions for health screenings, resolve screening issues and maintain accessibility of member accounts.
- Work with implementation & account managers to plan on-boarding of new clients, also ensure all account requirements are met before client go-live.
- Research strategies to enhance client relationships Facilitate and ensure loading of all eligible members into database, within 24 hours.
- Streamline all processes to ensure scalability and position company for doubled growth; maintain competitive market operations while accommodating client customizations.

Public Relations & Event Planning Intern Sep 2011 to Jun 2012

Company Name 1/4 City , State

- Led various project management life cycles inclusive of planning phases, event planning and management, and outreach program implementation; supported project execution via management and maintenance of foundation database.
- Facilitated recruitment processes and supervised performances for qualified volunteers supporting signature events and fundraising efforts; adapted to intensive scheduling requirements and maintained efficiencies in performance and program execution.
- Designed outreach materials and coordinated distribution to general public; provided details and information regarding participation in organizational programs and initiatives.
- Solicited donations from sponsors by means of products and services.

Marketing Assistant May 2011 to Aug 2011

Company Name 1/4 City , State

- Oversaw Customer Rewards Program development, execution, and long-term management, which enabled motivational incentives to high-performing clients, resulting in increased company loyalty; key facilitator for design and implementation of marketing concepts and materials.
- Managed and maintained client database systems, and oversaw communications and reporting functions for proactive alignment of companywide goals.
- Improved personal production with concurrent task management and added value to marketing strategies with consultation and new concepts.
- Gained subject matter expertise regarding Prinaj product line to facilitate proactive management of client issues and expedited resolution of key service issues.

Public Relations Associate May 2009 to Jul 2010

Company Name 1/4 City , State

- Orchestrated design, implementation, and ongoing management of multiple customer relations training programs in individually tailored compliance with client specifications; pro-actively reviewed and restructured programs to align with evolving needs and resolve unforeseen issues.
- Monitored pending hits and clips and assisted compilation of quarterly media reports in support of senior staff decision making.
- Responded to and managed media inquiries and requests; secured expert resources and co-developed press materials and reactive media responses.
- Cultivated and grew beneficial relationships with media entities and third party organizations to streamline liaising and communicative efforts

with all clientele.

- Honored recipient of the Timex Communications Excellence Award.

#### Education

Master of Science , Integrated Marketing Communications 2012 Roosevelt University 1/4 City , State , USA

Bachelor of Arts , Mass Communications 2009 Babcock University 1/4 City , State , Nigeria

#### Computer Skills

- Fundraising Software: Donorperfect
- Desktop Publishing Software: Adobe Photoshop
- Word Processing Software: Microsoft Office Suite

#### Accomplishments

- Honored recipient of the Timex Communications Excellence Award (2010)