

SENIOR MEMBER ADVOCATE

Summary

To obtain a position with a corporation that can benefit from my highly adapted organizational, problem solving, and communication skills with over fifteen years experience. Seasoned customer service specialist with background in providing advice on diverse customer situations.

Accomplishments

- #1 in Member Satisfaction Survey's in Sears Corporate Holdings Inc out of 420.
- Senior Member Advocate, over 25+ years in the service industry with half of that in management.
- Exceeded corporate target for customer satisfaction for nine months in a row.

Experience

Senior Member Advocate Aug 2013 to Current

Company Name 1/4 City , State

- Take service complaints - store complaints and service requests - help members in difficult situations.
- Made reasonable procedure exceptions to accommodate unusual customer requests..
- Built customer loyalty by placing follow-up calls for customers who reported product issues.
- Addressed customer service inquiries in a timely and accurate fashion.

Owner May 2007 to Current

Company Name 1/4 City , State

- Cooking in your own private kitchen.
- Party Planning - Updated Menu available per request.
- Performed kitchen maintenance for a private facility.
- Developed and maintained exceptional customer service standards. Optimized profits by controlling food, beverage and labor costs on a daily basis.

Project Coordinator Jan 2013 to Aug 2013

Company Name 1/4 City , State

Collaborated with other account managers to prepare and deliver performance updates and quarterly business reviews.

Addressed customer questions and concerns regarding products, prices and availability.

Determined the cost and pricing of proposals and bids.

Procurement Specialist Jan 2012 to Aug 2012

Company Name 1/4 City , State

- Supervised material flow, storage and global order fulfillment.
- Maintained accurate stock records and schedules.
- Oversaw special orders and after-hours, urgent shipping jobs.
- Unloaded, picked, staged and loaded products for shipping.

Account Manager May 2011 to Dec 2011

Company Name 1/4 City , State

- Manage accounts for projects in the Semi-conductor field.
- Selected products for specific routes according to pick sheets
- .Owned team productivity metrics.

Administrative Assistant Jan 2007 to Apr 2011

Company Name 1/4 City , State

- Government Affairs Manage account orders for the federal government accounts.
- Microsoft Office Excel, Phone Etiquette, US Postal Service Sensitive Security Clearance, Data Entry,.
- Dispatcher/customer care.

Dispatcher Jan 2008 to Jun 2008

Company Name 1/4 City , State

Verified that information in the computer system was up-to-date and accurate.

Compiled statistical information for special reports.

Created monthly reports for records, closed terminated records and completed chart audits.

Developed and created a more effective filing system to accelerate paperwork processing.

Customer service / Dispatch manager Jan 2003 to Sep 2007

Company Name 1/4 City , State

- Dispatch Facility in San Marcos - set up routes for the tech's and helped member's with appts.
- Helped member's with difficult situations with the techs and their accounts.
- started out as a customer service - sales rep.
- Selected the most efficient routes in compliance with delivery instructions and fuel policy.
- Established long-term customer relationships through prompt and courteous service.
- Resolved customer complaints and adjusted orders.

Seasonal Dept Manager Jun 1999 to Dec 2002

Company Name 1/4 City , State

- Seasonal Department manager - for all of the seasons.
- Helped with the inventory - scheduling and management with the other agents on the floor - and helped the customers with their issues for sales/profits.

Education

Bachelor's Degree , Business and Managerial Economics, Human Services May 2012 University of Phoenix 1/4 City , State Business and Managerial Economics, Human Services

Associate Degree , Human Services, Business and Managerial Economics May 2002 IVY Tech State College 1/4 City , State Human Services, Business and Managerial Economics

Bachelor's Degree January 2002 The Culinary Institute of America

Master's Degree January 2002 The Culinary Institute of America

January 1995 Paul Harding High School

Languages

English Fluent

Highlights

- 70+ Wpm
- Public Speaking
- Ability to organize and establish filing systems
- Data Entry
- Administrative Assistant
- Communication Skills
- DOMS applications, AS/400, Microsoft applications, outlook, Lync
- Connentions
- People Soft
- Phone Etiquette
- Customer Relationship Management
- Client relations specialist
- Conflict resolution techniques
- Meticulous attention to detail
- Focused on customer satisfaction
- Skilled multi-tasker
- oracle / ciboodle / microsoft / linux software proficiency
- Deadline-oriented

Skills

account management, Administrative Assistant, Analyst, Microsoft applications, AS/400, A/s 400, Communication Skills, Computer applications, Cooking, Customer Relationship Management, customer service, customer care, Data Entry, DOS, English, filing, Government, inventory, LANGUAGES, Materials, Microsoft Excel, Excel, Microsoft Office, Microsoft Outlook, outlook, People Soft, presentation skills, Procurement, Public Speaking, sales, San, scheduling, Security Clearance, phone skills, Phone Etiquette