

CUSTOMER ADVOCATE

Summary

To obtain a position in Company.

Education

BBA : Marketing , 2014 University of Central Arkansas - City , State , Faulkner

Experience

Customer Advocate

September 2014 to Current Company Name - City , State

- Handle incoming calls from a national customer base.
- Provide detailed information on services and products to customers.
- Make appropriate account recommendations based on customer requirements.
- Enter accurate and complete customer information into system. Research and resolve service, product and billing issues.
- Maintain updated records of all customer interactions. Achieve and exceed key performance indicators in all areas.
- Addressed customer service inquiries in a timely and accurate fashion.
- Made reasonable procedure exceptions to accommodate unusual customer requests.
- Built customer loyalty by placing follow-up calls for customers who reported product issues.

Caregiver

September 2010 to August 2015 Company Name - City , State

- Read stories to the children and taught them painting, drawing and crafts.
- Employed a variety of materials for children to explore and manipulate in learning activities and imaginative play.
- Planned and implemented educational programs for children
- Managed general housekeeping duties, including feeding, diapering, resting, and cleanup.
- Supported children's emotional and social development by adapting communication tactics for differing client needs.
- Planned and led games, reading and activities for groups of school-age children.
- Disciplined children and recommended other measures to correct behavior.
- Carefully monitored children's play activities.

Club Connect Team Member

August 2013 to May 2015 Company Name - City , State

- Contact potential students to schedule campus tours.
- Provide incoming students with scholarship opportunities available to each individual.
- Contact potential students to inform them of scholarship deadlines.
- Help potential students signup for campus events via online portals.

Activities

- Awards and Activities: Delta Sigma Theta 2013- Present Keep a Child Alive 2011-2015 Kids Life and Money Volunteer 2012-2015

Skills

• Problem solving

• Adaptability

• Collaboration

• Time management

• Leadership