

## BUSINESS DEVELOPMENT MANAGER

### Career Overview

Career Overview: Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Automotive/ Motor Vehicle, Healthcare & Pharmacy Technician. Experience: Highly enthusiastic customer service professional with 20 years client interface experience. I have experience working in automotive industry for the past 15 years. Qualified Customer Service Manager offering a record of successful job performance, proven problem solving ability and experience developing and implementing innovative solutions. Call Center Representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette. As a Pharmacy Technician with 1 year of retail pharmacy experience. Self Starter with knowledge of Medicaid and Medicare procedures. Hardworking, Multitask Oriented, Organized, Service Driven, Dependable, Committed, Customer Focused, Dedicated, Detail Oriented Experience, Focused and Gifted. Relocation: At this time relocation would not be good for me, but in the future is possible. Hourly Rate \$ 18.00 Salary: Open Core Strengths Customer Service Expert, Adaptive Team Player, Excellent Telephone Etiquette. Creative problem solving, Critical thinking, Customer service, Data collection, Data entry, Documentation, Email, Executive management support, Filing, Grammar, Strong Organizational Skills.

### Core Strengths

- Sharp problem solver
  - Active listening skills
  - Energetic work attitude
  - Customer service expert
  - Adaptive team player
- sharp problem solverActive listening skillsEnergetic work attitudeCustomer service expertAdaptive team player

### Accomplishments

sharp problem solverActive listening skillsEnergetic work attitudeCustomer service expertAdaptive team player.

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### Work Experience

Business Development Manager Jan 2009 to Jan 2011

Company Name 1/4 City , State

- *Problem Solver, Energetic Work Attitude.*
- *Accomplishments Customer Assistance \*Worked with company systems such as live Support and diligently completed all assigned tasks, working overtime as needed.*
- Market Research \* Interviewed clients via market research surveys to identify product issues and customer needs.
- Customer Service \*Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
- Computed Data Reports, \*Provided required weekly, monthly and quarterly reports listing sales figures and client track records.
- Work Experience Customer Service Call Center, May 2011 to Jul 2012 Airport Marina Ford, Organized weekly sales reports for the sales department to track product success. Guaranteed positive customer experiences and resolved all customer complaints. los angeles California Customer Service Call Center Demonstrated mastery of customer service call script within specified time frames.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Addressed customer service inquiries in a timely and accurate.
- Maintained up to date records at all times.
- Developed effective relationships with all call center departments through clear communication.
- Worked with upper management to ensure appropriate changes were made to improve customer satisfaction.
- Built customer loyalty by placing followup calls for customers who reported product issues.
- Properly directed inbound calls in phone queues to improve call flow.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.

Customer Representative Jan 2008 to Jan 2009

Company Name 1/4 City , State

- Developed new customer prospects or referrals. outbound and inbound phones calls , invite customers to our dealership for new promotions.
- Following leads and making appointments for service department.
- Oversea my departments, making sure my coworkers were placing calls, setting up appointments and making follow ups for show and no show customers.
- Contacted new and existing customers to discuss how specific products could meet their needs.
- Generated new sales opportunities through direct and telephone selling and emails.
- Organized weekly sales reports for the sales department to track product success.
- Created new processes and systems for increasing customer service satisfaction.
- Achieved high sales percentage with consultative, valuefocused customer service approach.
- Interacted with customers and retail buyers to followup on shipping statuses and expedited orders.
- Promptly responded to general inquiries from members, staff, and clients via mail, email and fax.
- Assisted customers with store and product complaints.
- Business Development center (Customer Representative California My job duties were making phones calls to invite customers to our dealership for new promotions.
- Following leads and also making appointments for service department as well.
- Assisted customers with store and product complaints.

- Guaranteed positive customer experiences and resolved all customer complaints.
- Compiled weekly monetary reports and records for store managers.
- Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service.
- Executed outbound calls to existing customer base resulting in sales.
- Recommended selected and helped locate merchandise based on customer needs and desires.
- Communicated all merchandise needs or issues to appropriate supervisors.
- Generated leads for new sales through telephone and email contact with customers.
- Generated new service( leads) opportunities through direct and telephone selling and emails.

Customer relations Mar 2000 to Jul 2005

Company Name i¼ City , State

Assisted customers with store and product complaints. Compiled weekly monetary reports and records for store managers. Organized weekly sales reports for the sales department to track product success. Created new processes and systems for increasing customer service satisfaction. Developed highly empathetic client relationships and earned reputation for exceeding sales goals. Achieved high sales percentage with consultative, value-focused customer service approach. Resolved product issues and shared benefits of new technology. Expressed appreciation and invited customers to return to the store. Managed quality communication, customer support and product representation for each client. Worked under strict deadlines and responded to service requests and emergency call-outs. Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders. Guaranteed positive customer experiences and resolved all customer complaints.

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Educational Background

Pharmacy 2002 Carree College of America i¼ City , State , united states Coursework in Pharmacy Technology, Pharmacology and Pharmacy Law

High School Diploma , General Diploma 1994 Thomas Jefferson High School i¼ City , State

Skills

Public Relations,, enthusiastic people person, advanced problem-solving, great organizational skills Careful and active listener Professional and friendly, mulch-tasking client Relations,computer Proficiency,Data Collection, Data Entry, Documentation, Email, Executive Management Support, Filing,and great telephone skills.