

NAME WITHHELD

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Anytown, USA 55555

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CUSTOMER SATISFACTION PROFESSIONAL

Administration / Sales / Sales Support / Training

Highly energetic, personable and results-oriented customer satisfaction professional with a demonstrated record of outstanding performance in administration, sales, sales support and training. Flexible, fast learner who adapts quickly to new challenges. Resourceful in troubleshooting problems and implementing solutions. Excellent organizational and communication skills. High level of empathy and emotional intelligence; able to read people and situations well. Proficient in Microsoft Word, Excel, Outlook and PowerPoint.

AREAS OF EXPERTISE

- Customer Support
 - Process Improvement
 - Vendor Relations
 - Organizational Skills
 - Inbound Sales
 - Team Building
 - Problem Solving
 - Mentoring/Coaching
 - Staff Training
 - Project Management
 - Interpersonal Communications
 - Policy/Procedure Compliance
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PROFESSIONAL EXPERIENCE

SOLUTION ONE COMPUTER SERVICES, St. Paul, Minnesota

2006 – Present

Provider of business process, outsourcing and information technology services

Support Desk Supervisor

Perform supervisory role in providing support to customer service agents as well as responding to internal and external customer inquiries and needs. Serve as a first point of contact for customer service agents requiring assistance with website, customer service or special promotion concerns or questions.

- Ensure high-quality customer support and personalized customer service for both internal and external customers.
- Support and promote understanding of customer satisfaction commitment and quality expectations.
- Teach and coach customer service agents on using best practices in assisting customers.
- Provide documentation and feedback to team leaders on coaching opportunities and/or training needs for customer service agents to ensure consistent attainment of quality and productivity goals.
- Assess and track customer call volume; make necessary staffing adjustments to meet standards for customer service performance.
- Assist customers with waiver requests when rescheduling flights or for other service needs.
- Provide front-line analysis of customer service website issues and initiate appropriate action through issue tracking tool.
- Conduct security and functionality tests to ensure proper website performance.

FLYRIGHT AIRLINES, Minneapolis/St. Paul International Airport

1986 – 2006

Regional airline serving the Great Lakes states.

Customer Service Representative (2000 – 2006)

Provided timely, quality service in assisting customers with ticket counter and gate location needs. Performed pre-flight check-in procedures including assigning seats, making gate announcements, issuing boarding passes and facilitating boarding.

- Assisted special needs passengers including wheelchair passengers, those with disabilities and unaccompanied minors.
- Conducted annual recurrent training for employees as required by the FAA.
- Prepared and delivered four-week training programs for new hires.

FLYRIGHT AIRLINES (Continued)**Pricing Analyst, Business Operations** (1996 – 2000)

Developed, implemented and maintained a variety of international and domestic consumer travel products including tour packages, cruises, and frequent flier direct mail promotions. Created, maintained and distributed international and domestic marketing program terms and conditions information.

- Input wholesale group travel fee information into travel industry software program to support efforts of company's sales staff.
- Coordinated and implemented U.S. and Canadian rules in a timely manner and ensured accuracy across all distribution channels, all airline computer reservations systems and online travel web sites.
- Managed subscriptions of various airline tariff books.
- Compiled company and competitors' published domestic fares for financial and marketing purposes.
- Developed and maintained relationships with internal customers including various department staff members and external customers including vendors and corporate clients.

Sales Associate, Sales & Support Center (1988 – 1996)

Handled incoming phone calls from targeted travel agencies as an inbound Sales Associate. Managed various sales-generating and support projects within department including tour programs, special promotions and marketing communications.

- Provided assistance to field sales staff.
- Participated in sales events and trade shows.
- Prepared and conducted four-week training program for new sales staff.
- Consistently met and exceeded call volume and sales production goals.
- Won numerous awards for quality performance and sales production achievements.
- Promoted to Pricing Analyst in 1996.

Reservation Agent (1986 – 1988)

- Provided scheduling, fare, ticketing and general flight information to customers and travel agents.
- Sold airlines services and provided assistance in resolving customer concerns in a timely manner.
- Promoted to Sales Associate in 1998.

EDUCATION**UNIVERSITY OF MINNESOTA**, Minneapolis, Minnesota

- Bachelor of Arts in Marketing
- Completed Marketing Certificate Program
- Served as a Teaching Assistant for sales course in University's General College.