

William Smith

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PROFESSIONAL SUMMARY: Award-winning Customer Service Representative with over 10 years' experience in that capacity. Seeking employment as a Development Assistant with a proven ability to use strong verbal techniques and impressive writing skills. Detail-oriented worker who uses persuasion to attain the desired results.

AMERICAN INSURANCE – Saint Louis, MO

Customer Service Representative

October 2011 – July 2019

- Developed the ability to engage a customer in a productive dialogue that answers every important concern with one phone call; this metric measures customer satisfaction.
- Functioned within a team environment by working closely with coworkers throughout the claims process; collaborated with team members to help them finalize their pivotal tasks.
- Used effective communication skills by summarizing conversations; this technique addresses any goals that the representative has promised the consumer; received several awards for excellent interactions with customers.

REAL TIME SALES – Saint Peters, MO

Customer Care Representative

July 2008 – September 2011

- Used strong verbal skills to simplify complex operating procedures; mentored employees to meet their full potential that relates to the primary objectives of the vision statement.
- Minimized volatile situations by taking control of conversations that required the employee to demonstrate empathy; connected with customers by acknowledging their emotions.
- Attained productivity standards by focusing on the number of accounts worked and the number of phone calls received; met short-term objectives that address the values of the company.
- Handled intricate situations by looking for rules to follow and standards to meet; motivated employees to use short-term goals as building blocks that succinctly lead to long-term goals.

BERRY COMPANY – Saint Louis, MO

Sales Account Executive

July 2006 – July 2008

- Established areas of commonality with clients; asked customers about the criteria that they deemed important; genuinely attentive to the needs of clients by establishing a rapport to close the sale.
- Addressed the benefits that relate to the product; demonstrated why the client should purchase the product from our organization; aligned the goals of the client with the strengths of the product.

BACHELOR'S DEGREE IN MANAGEMENT

Independence University, Graduated Magna Cum Laude, 1992

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