**Charlotte Johnson**

**Customer Service Executive**

**CONTACT INFO**

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| --- | --- |
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| **Address:** | **42, Example Street, Los Angeles, CA 90001** |
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* Responsible for interacting with the clients and solving their queries
* Maintaining the records of customer interactions and follow up with the clients
* Provided feedback of the clients to the concerned departments and authorities so as to improve the services

**EXPERIENCE**

**Awesome Products Inc**

**Customer Service Executive**

FEB 2007 TO FEB 2009

* Handled customer interactions
* Ensured all new admission call activities are in accordance to set guidelines
* Shared best practices and knowledge with colleagues and teams helping achieve the sales targets
* Ensured appropriate collection procedure maintaing the customer service focus
* Overcame clients objections/rejections to company products and convined them
* Answered calls professionally providing complete information about products, take/order cancels or obtain details about complaints
* Followed up ensuring relevant actions were taken on clients complaints
* Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms and applications

**Heaven LLC**

**Customer Care Executive**

APRIL 2009 TO AUG 2012

* Identified and evaluated opportunities improving the process and customer experience
* Assisted the sales team for incoming requests for new services
* Analyzed customer needs and made arrangements adhering to company policies
* Handled escalated and upset calls, maintained and updated the outbound call reports

**Fine Company Inc**

**Customer Service Executive**

SEP 2012 TO PRESENT

* Provided customer service and account management support services for hotels
* Handled incoming questions from the clients
* Managed to solve their complaints regarding overbooking and hotel services
* Ensured timel follow up and optimized hotel systems
* Provided feedback of the cusomers to the management for improving the services
* Resolved issues from guests reviews and took appropriate actions accordingly

**EDUCATION**

**National University**

**Bachelor of Business Administration**

2004 TO 2007

***SKILLS***

Compliance Issues, Performance Management, Administration Functions, Strong Work Ethics, MS Office, Computer Assisted Design (CAD)