**YOUR NAME HERE**

**Customer Service Executive**

***CONTACT INFO***

|  |  |
| --- | --- |
| Phone: | **999-999-9999** |
| Address:  | **42, Example Street, City, Country.**  |
| Website: | [**www.example.com**](http://www.example.com/) |
| Email:  | **XXX** |

* 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 maintaining the customer service focus.
* Overcame client’s objections/rejections to company products and convinced 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 timely follow up and optimized hotel systems.
* Provided feedback of the customers 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)