

Customer-Centric Leader

Dynamic, customer-centric leader offering a best-in-class customer satisfaction with fourteen years of experience creating and managing relationships. Highly skilled at increasing satisfaction, while increasing profits, through hands-on relationship building and customer service. Establish mutually beneficial, lasting client relationships and consistently exceed customer experience targets.

- Customer Experience
 - Relationship Building
 - Conflict Resolution
 - Customer Support
 - Powerful & Prolific Communication
 - Coaching, Training, and Mentoring
 - Client Relationship Management
 - Advanced Problem Solving
 - Exceptional Professionalism
 - Teamwork & Collaboration
 - Operations Management
 - Basic Life Support / CPR
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Key Achievements

- Achieved Sample Title at Sample Company and selected as lead mentor for sample position.
 - Helped Sample Company receive a Sample Award from Sample Parent Company for the highest regional Sample score for 14 consecutive months with an average of 95%.
 - Implemented new product pre-delivery process, improved quality and reduced turnaround time from four weeks to one week, which significantly improved customer satisfaction and profits.
 - Earned "Sample Award Title" Award - Sample Advisory Council
 - Successfully completed voluntary Sample Management Skills Course while Sample Title.
 - Received Certificate of Achievement for Sample Course from Sample Technical School.
 - Achieved Sample Technical Service School Certificate.
 - Consistently received monthly Sample Awards for 100% customer satisfaction.
 - Successfully completed 37 Sample Training Courses to further skill set.
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Professional Experience

Sample Title – Sample Company Sample, State (MO/YEAR – Present)

Partner in Sample management company managing all operations. Operated as subcontractor for Sample Company and ensured complete customer satisfaction for of all services received. Facilitated Sample care for Sample Type properties. Created and provided bids for customized Sample packages based on customer needs.

Sample Title – Sample Company Sample, State (MO/YEAR – MO/YEAR)

Promoted to management within first three years from entry level role and trained and mentored entry level sample positions. Maintained excellent customer relationships by phone (inbound and outbound), email, and in person ensuring complete satisfaction for all services received. Started as a sample title for new and used vehicles performing pre-delivery inspection and repairs, completing vehicle demonstration and walkthroughs with the clients, working directly with tech support, and maintaining inventory control on all supplies and tools. Personally delivered and set up products.

Sample Title – Sample Company Sample, State (MO/YEAR – MO/YEAR)

Lead team of 18 Sample Titles – Coached, trained, and motivated high-performing team through empowerment and ongoing development. Oversaw all repair operations and verified correct diagnoses by sample title to maintain exceptional customer satisfaction scores. Expected and inspected on-going training completion for all sample titles while leading by example, personally completing 37 trainings. Strategically set goals and managed performance, including facilitating annual performance evaluation and compensation reviews. Performed as a sample title for 5 years, earned Sample Certification Title, and was selected as lead mentor for apprentice sample title.

Certifications

Sample Institute of Technology – Sample, State

Automotive Diagnostic Training (YEAR)

Sample Training Centers – Sample General Hospital

BLS/CPR Certified (YEAR)