
PROFESSIONAL SUMMARY

Customer-centric leader offering a proven track record of customer satisfaction with thirty years of experience creating and managing relationships. Establish mutually beneficial, lasting client relationships and consistently exceed customer experience targets. Talented at increasing profits and satisfaction through hands-on relationship building and creative problem solving.

CORE COMPETENCIES

- Customer Experience
 - Relationship Building
 - Customer Support
 - Problem Solving
 - Powerful & Prolific Communication
 - Client Relationship Management
 - Detailed Reporting & Analysis
 - Advanced Troubleshooting
 - CRM System Proficiency
 - Call Center Operations
 - Records Management
 - Maximizing Profits
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KEY ACHIEVEMENTS

- Appointed public relations liaison for customers and vendors to promote and market products.
 - Increased profits by 25% YOY through development of regional fare and dessert specials.
 - Analyzed market trends to identify opportunities to improve menu criteria and selection and participated in redesign/implementation, based on analysis, resulting in increased satisfaction.
 - Reviewed/analyzed excess food costs and implemented strategies to decrease waste by 12%.
 - Utilized data collection and team member feedback to improve service for internal customers.
 - Received employer and customer recognition for creating and composing intricate designs for buffet displays encompassing coloration, texture, and icings for visual image.
 - Received Certificate for Customer Subject Area.
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LEADERSHIP & CUSTOMER SERVICE EXPERIENCE**Customer Experience**

- Provide telephone support for customers with billing and financial concerns. Manage new and existing customer accounts. Create work orders for a wide range of customer support needs. (2009-Present)
- Technical live telephone support for a wide range of issues related to SAMPLE, including filing site reports, tracking service outages, assisting members with installing/upgrading of SAMPLE software. (2000-2001)
- Developed and implemented recipes to improve menu cuisine; increased customer satisfaction resulting in repeat business with higher profit margins. (1985-1986)

Leadership

- Coordinate real-time multi-department support by two-way radio and computer aided dispatch. (Present)
 - Directed staff of 8 and oversaw food service production for 200 residents. Assisted with accountability, disciplinary actions, scheduling conflicts, and verification of deliveries. (1990-2000)
 - Recruited, coached, and trained staff of 32 to deliver exemplary customer service through empowerment, motivation, and development of key customer relationship techniques and communication skills. (1985)
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PROFESSIONAL EXPERIENCE

Sample Job Title 1 - Sample Company Name 1	Sample, ST (2009 – Present)
Sample Job Title 2 - Sample Company Name 2	Sample, ST (2005 – 2009)
Sample Job Title 3 - Sample Company Name 3	Sample, ST (2000 – 2005)
Sample Job Title 4 - Sample Company Name 4	Sample, ST (1996 – 2000)
Sample Job Title 5 - Sample Company Name 5	Sample, ST (1995 – 1996)
Sample Job Title 6 - Sample Company Name 6	Sample, ST (1992 – 1995)
Sample Job Title 7 - Sample Company Name 7	Sample, ST (1992 – 1992)
Sample Job Title 8 - Sample Company Name 8	Sample, ST (1989 – 1992)
Sample Job Title 9 - Sample Company Name 9	Sample, ST (1985 – 1989)

EDUCATION

Sample Technical College - Certificate in Sample Subject Area	Sample, ST (2001)
Sample Community College - A.A. Sample Degree	Sample, ST (1982 – 1984)
Sample Technical College - A.A. Sample Degree	Sample, ST (1980 – 1982)