
Client Relations Manager Resume

Job Objective

Seeking Client Relations Manager position with reputable organization in which my experience can be a positive influence on the growth of company.

Highlights of Qualifications:

- Experience to develop complex customer proposals for marketing services for international companies
 - Huge knowledge of billing systems
 - Remarkable knowledge of desktop publishing tools
 - Ability to work on windows platforms
 - Ability to manage multiple projects
 - Excellent skills work on all hazard and homeowner claims
 - Amazing communication skills in both oral and written forms
 - Ability to resolve all issues efficiently
 - Ability to pay attention to all client details
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Professional Experience:

Client Relations Manager
Pye Legal Group, Montrose, CA
October 2008 – Present

- Managed and resolved all client issues for all claims and insurance processes.
- Maintained and developed professional relationships with all clients.
- Assisted claims managers and provided training to evaluate all process efficiently.
- Coordinated with claims managers to design various policies and procedures.
- Developed budget on monthly basis and monitored progress regularly.
- Designed and executed an efficient Quality Assurance plans and evaluated resources.
- Collaborated with sales and marketing team and prepare reports for client packages.
- Prepared all reports as per company guidelines and ensured accuracy.

Client Relations Specialist
Janus Capital Group, Montrose, CA
August 2003 – September 2008

- Managed all corporate complaints for office president.
- Performed troubleshoot on all customer issues and resolved all technical issues.
- Coordinated with technical operations team to provide effective resolution.
- Prepared and maintained all special market accounts through email and telephone.
- Monitored all escalated calls and provided assistance to agency response team.
- Maintained center accounts and managed inventory of all equipment transactions.

Client Relations – Coordinator
Telovations, Inc., Montrose, CA
May 1998 – July 2003

- Prepared drafts for all project proposals.
 - Performed market research on all client issues and performed regular analysis.
 - Monitored and identified new business opportunities and facilitated improvement.
 - Coordinated with marketing team to develop all online and offline strategies.
 - Managed various social media sites and promoted company on it.
 - Maintained all marketing campaigns and ensured effectiveness of campaigns.
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Education:

Bachelor's Degree in Business
Napa Valley College, Napa, CA

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