
Client Service Executive Resume

Job Objective

Seeking Client Service Executive Position with the perfect company that gives me the opportunity to learn and gain more experience in this field.

Highlights of Qualifications:

- Remarkable experience in client services and account management
 - Good expertise in Customer Service operations
 - Proficient in Microsoft Word, Excel, Power Point
 - Excellent interpersonal and communication skills
 - Strong influencing and negotiation skills
 - Ability to successfully answer questions, resolve problems, and provide general assistance
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Professional Experience:

Client Service Executive
ADP, Inc., Tulare, CA
August 2007 – Present

- Developed quantifiable and qualitative goals for project.
- Tracked and documented project revisions.
- Compiled and maintained historical file for each project.
- Anticipated, identified and formulated solutions to potential and actual project challenges.
- Negotiated and defined deadlines for projects and ensured that those deadlines are met.

Client Service Executive
CIGNA Corporation, Tulare, CA
May 2004- July 2007

- Conducted strategic account reviews and identified service needs and usage trends.
 - Established user agreements with health centers and independent practitioners.
 - Provided initial and periodic training for clients.
 - Monitored utilization of My Health Direct among assigned clients.
 - Identified areas to promote adoption.
 - Handled client requests for technical support.
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Education:

Bachelor's Degree in Business Management
Muskingum College, New Concord, OH

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