
Client Service Representative Resume

Job Objective

Qualified Client Service Representative seeking a position with growing firm in which to utilize my skills and expand my knowledge.

Highlights of Qualifications:

- Remarkable payroll experience and tax preparation experience
- Wide knowledge of payroll and payroll tax laws
- Proficient with QuickBook and MS office Applications
- Ability to write routine reports and correspondence
- Ability to resolve client issues and complete specific client requests
- Ability to use and understand multiple client applications

Professional Experience:

Client Service Representative
GTM Payroll Services, Inc., Lexington KY
November 2006 – Present

- Handled customer satisfaction and their needs and preferences.
- Coordinated the ongoing annual enrollment procedure for corporate clients.
- Formulated data and outlined reporting as required.
- Coordinated with financial analysts.

Client Service Representative
Health Solutions Plus Inc., Lexington KY
February 2001 – October 2006

- Managed changes in payroll laws and coordinated in company's on-going training program.
- Extended timely and accurate data to customer's requests.
- Reviewed customer needs and communicated product understanding.
- Nurtured relationships with partners nationwide and assisted team members to meet targets.
- Managed timely feedback to the company with regard to service failures and potential procedure improvements.

Education:

Bachelor's Degree In Accounting
Central Pennsylvania College, Summerdale, PA

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