
Client Support Resume

Job Objective

Seeking a position as Client Support in a stable company where I can use my skills to benefit the company.

Summary of Qualifications:

- Hands-on experience in the field of Client Support
 - Profound knowledge and understanding of the financial markets
 - Exceptional ability to meet and exceed Performance Competencies
 - Immense ability to work in a dynamic and multinational environment
 - Ability to prioritize tasks and complete assignments within an estimated time frame
 - Uncommon ability to work under pressure and to deadlines
 - Proficient in Microsoft Office products
 - Skilled in Analytical and interpersonal skills
 - Superior documentation skills
 - Excellent oral and written communication skills
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Work Experience:

Client Support, August 2005 – Present
Silverpop Systems, Honolulu, HI

- Coordinated and administered client claims management programs.
- Executed, printed, reconciled, reviewed and distributed standard and customized reports.
- Maintained accurate filing system of risk management files.
- Coordinated distribution, receipt and processing of claims management forms and completed follow up and entered data into client claims management system.

Client Support, May 2000 – July 2005
Yardi Systems, Honolulu, HI

- Supported clients in using the product via telephone, email and by visiting client site.
 - Responded to questions and interacted with clients on issues in an articulate and effective manner, following standard procedures.
 - Supported the Development team by testing amendments and new components and versions of the product and ensured the highest standard of quality of product, services and customer satisfaction.
 - Tested client's setup and configuration prior to on-site installation.
 - Trained existing and new clients in the use of the product.
 - Provided technical assistance during new installations.
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Education:

Bachelor Degree in Management, Alfred Adler Institute, Minnesota, MN

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