
Client Support Specialist Resume

Job Objective

Looking for work with your company as a Client Support Specialist in the field to help further the company as well as my own experience.

Summary of Qualifications:

- Vast call center and support experience in B2B Environment
 - Expert in diagnosing problems and offer resolution
 - Thorough knowledge of client relationship management
 - Skilled in recording electronic transactions while talking with customers over the phone
 - Excellent interpersonal skills, written and verbal communication skills
 - Proficiency in Microsoft Office Applications
 - Willingness to change priorities, tasks, and work schedules to meet customer services standards
 - Strong critical thinking, problem identification and solving ability
-

Work Experience:

Client Support Specialist, May 2006 – Present
TIAA-CREF, Beaumont, TX

- Performed registered and non-registered sales support activities.
- Responded to client service needs via multiple methods of contact.
- Fulfilled service and sales support requests.
- Executed client transaction requests.
- Computed client's financial data and generated financial and other reports.
- Monitored sales cycle management activities and ensured follow-up action.

Client Support Specialist, March 2003 – April 2006
CareerBuilde, Beaumont, TX

- Provided timely follow-up to client inquiries.
 - Maintained positive relations with corporate clients.
 - Worked closely with sales force to build and maintain positive client relations.
 - Assisted sales team in identifying up-sell opportunities.
 - Performed client engagement audits through B2B customer lifecycle reviews.
 - Ensured that the clients receive anticipated services.
-

Education:

Bachelor's Degree in Information Technology, William Jewell College, Liberty, MO

[Build your Resume Now](#)