
Customer Advocate Resume

Job Objective

A talented Customer Advocate with great skills and experience looking for a job in a well known organization.

Highlights of Qualifications:

- Hands-on experience in navigating various major internet advertising publishers
 - Immense knowledge of customer services and protocols
 - Excellent knowledge of company products and functions
 - Ability to perform research and analyze data for services
 - Ability to maintain professional relationships with internal and external clients
 - Familiarity of making business decisions as per requirement
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Professional Experience:

Customer Advocate
Micro-Coax, Bridgeview, IL
August 2012 – Present

Responsibilities:

- Administered and provided assistance to portfolio consumer accounts.
- Ensured debt recovery process does not compromise on the dignity of the customer.
- Monitored and ensured achievement of everyday and monthly collection objectives.
- Analyzed situations and interpreted various policies appropriately.
- Administered correspondence and communicated with clients to resolve issues.
- Coordinated with internal departments and resolved every customer issue effectively.

Customer Advocate
ShoreGroup, Inc., Bridgeview, IL
May 2009 – July 2012

Responsibilities:

- Greeted customers coming into the shop pleasantly.
 - Managed every incoming calls and resolved customer issues efficiently.
 - Evaluated various orders placed at the national contact center.
 - Determined routine communication with team members and developed strategies accordingly.
 - Provided support to customer activity and ensured satisfaction with resolution provided.
 - Participated in CMD meetings and monitored implementation of strategies.
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Education:

Bachelor's Degree in Public Policy
Fort Belknap College, Harlem, MT

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