
CUSTOMER CARE ADMINISTRATOR RESUME

Summary:

A highly-motivated individual with excellent organizational and administration skills, with vast experience in dealing with customers; has the ability to sustain sales and customers through good customer service; can handle high level of workloads submitted strict deadlines; excellent communication and interpersonal skills.

Professional Experience:

Administration Officer January 2007 – Present
ABC Inc, Dallas TX

Responsibilities:

- Monitored clients to meet their requirements.
- Established a regular contact with customers through phones and emails.
- Attended regular meetings and reviewed the progress of work.
- Analyzed and ensured that the company met its sales target
- Emphasized the quality of services and products.
- Applied strategies to converse and offer the unique customer services.
- Offered best solutions, refunds and discount coupons.

Customer Service Representative May 2004 – December 2006
Brandon & McMahon, Inc. Dallas, TX

Responsibilities:

- Established a regular contact with customers through phones and emails.
- Attended regular meetings and reviewed the progress of work.
- Analyzed and ensured that the company meets its sales target.
- Emphasized the quality of services and products.
- Applied strategies to converse and offer the unique customer services.
- Offered best solutions, refunds and discount coupons.

Customer Service Representative February 1999 – May 2004
Brent Inc, Campbell, TX

Responsibilities:

- Monitored clients to meet their requirements.
- Established a regular contact with customers through phones and emails.
- Attended regular meetings and reviewed the progress of work.
- Analyzed and ensured that the company met its sales target
- Emphasized the quality of services and products.
- Applied strategies to converse and offer the unique customer services.
- Offered best solutions, refunds and discount coupons.

Customer Service Representative May 2004 – December 2006
Brandon & McMahon, Inc. Dallas, TX

Education:

Bachelor of Science in Marketing
Yale University, CT, 1998

Skills:

- Pleasing personality and excellent communication skills
 - Team player and can adapt to different personality types and cultures
 - Efficient in sorting out all kinds of service and product-related complaints of customers
 - Can easily adjust to the demands of a changing environment
 - Diligent, target centric and result oriented
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Professional Affiliation:

Member, Customer Relationship Management Organization
Member, International Customer Management Institute

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