
Customer Care Executive Resume

Job Objective

Seeking a position in which to enhance my career as Customer Care Executive by becoming a valued member of your team.

Highlights of Qualifications:

- Exceptional experience in Customer service management
 - Good expertise in identifying and resolving project impacting issues
 - Proficient in Microsoft office programs, especially Excel, Word, and Outlook
 - Excellent customer service and communication skills
 - Amazing negotiation skills
 - Outstanding ability to resolve customer problems effectively
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Professional Experience:

Customer Care Executive
Heritage Health Solutions, Inc., Plymouth, WI
August 2007 – Present

- Provided customer service and account management support services for hotels.
- Handled incoming questions from customers.
- Managed and resolved customer complaints regarding overbooking and hotel services.
- Optimized hotel systems and ensure timely follow up with feedback provided.
- Resolves issues gathered from guest reviews and took appropriate action.

Customer Care Executive
Texas Home Health, Inc., Plymouth, WI
May 2004- July 2007

- Evaluated and identified opportunities to improve process and customer experience.
 - Assessed customer needs and made arrangements adhering to company policies.
 - Handled upset and escalated calls.
 - Ensured all of new admission call activities are maintained according to guidelines.
 - Maintained and updated outbound call reports.
 - Assisted sales team with incoming requests for new services.
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Education:

Bachelor's Degree in Business Management
Dana College, Blair, NE

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