
CUSTOMER RELATIONS EXECUTIVE RESUME

Job Objective:

Searching for a challenging career as Customer Relations Executive of well-established company in which to put my skills to the test.

Highlights of Qualifications:

- Remarkable experience in supporting, communicating and personally interacting with Executive level leaders, customers, partners and suppliers
- Proficient in MS Office suite
- Excellent teamwork and cross function relationship management skills
- Exceptional time management and analytical skills
- Strong communication and interpersonal skills
- Ability to enhance customer relationships to build mutually rewarding partnerships

Professional Experience:

Customer Relations Executive
GAP Inc, Corpus Christi, TX
August 2007 – Present

- Handled and resolved reservation system queries of clients.
- Configured Hotel Account on different GDS channels.
- Making changes on the reservation system as per the Hotelier requirement.
- Managed and enhanced relationship with the existing and prospective clients of the company.
- Resolved online and offline queries in co-ordination with Technical and Marketing Teams.
- Ensured correct quotes are sent to the customer.

Customer Relations Executive
Orkin, Inc., Corpus Christi, TX
May 2004- July 2007

- Prepared contracts, agreement, annexure etc.
- Processed customer order and updated them.
- Managed Lease contracts Expiries and Extensions.
- Maintained and updated database of all customers with relevant and key contacts.
- Handled pricing, service, invoicing queries of customers.
- Prepared reports for the customers.
- Assured Operations Dashboard are reviewed and corrective measures taken on time.

Education:

Bachelor's Degree in ICT
Tabor College, Hillsboro, KS

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