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## Customer Relations Officer Resume

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### Job Objective

Looking to improve the organization using my skills as a Customer Relations Officer.

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### Highlights of Qualifications:

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- Solid knowledge of customer care in a call centre setting
  - Exclusive knowledge of sales and relationship building process
  - Proficiently skilled in banking operations and product selling
  - Strong negotiation and analytical skills
  - Strong ability to resolve customer complaints efficiently
  - Exceptional oral and written communication ability
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### Professional Experience:

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Customer Relations Officer  
Relief International, Troutman, NC  
August 2005 – Present

- Provided excellent customer service to all ranges of customers.
- Optimized customer relationship through different strategies.
- Identified customer requirements and complaints to assist them effectively.
- Ensured prompt follow up actions on all customers enquires and issues.
- Resolved customers' problems proactively to ensure absolute customer satisfaction.
- Adhered to bank policies and procedures.
- Analyzed customer trends to optimize sales and service administration procedure.

Customer Relations Officer  
Amerigas, Troutman, NC  
May 2000 – July 2005

- Served in customer care environment to provide excellent customer service.
  - Developed and executed strategies to meet company objectives and goals
  - Provided analytical and result oriented services in line with company policies and procedures.
  - Participated in all activities to minimize delinquency and loan losses.
  - Ensured timely collection and follow up actions on potentially delinquent accounts
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### Education:

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Bachelor's Degree in Public Relations  
Contra Costa College, San Pablo, CA

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