
CUSTOMER RELATIONS SPECIALIST RESUME

Career Objective:

Seeking work as a Customer Relations Specialist so I can use my skills and past experiences to better the company. Bringing specialized knowledge to the table to also improve your company with my skills.

Summary of Qualifications:

- Certified relationship management professional with huge experience in Customer relations
- Proficient with Microsoft Office and internet
- Excellent customer service and relationship building skills
- Excellent communication and interpersonal skills
- Strong project management and organizational skills
- Remarkable ability to quickly identify and respond to external customer needs
- Outstanding ability to relate well in multicultural environments

Work Experience:

Customer Relations Specialist, May 2006 – Present
Saxon Mortgage Services, Houston, TX

- Resolved complex functions related to research and escalated customer issues.
- Served as escalation point for less experienced employees with non-routine inquiries.
- Handled customer inquiries ensuring department service level metrics and RESPA guidelines.
- Handled e-mail inquiries and ensured all Qualified Written Requests are adequately recorded.
- Completed credit bureau disputes in a timely and accurate manner.
- Trained employees and provided backup to Team Lead.

Customer Relations Specialist, March 2003 – April 2006
Suburban Propane, Houston, TX

- Addressed high volume of incoming calls.
- Resolved customer complaints in friendly and tactful manner.
- Ensured customer service quality, efficiency, and accuracy for all call transactions.
- Identified uncover additional sales and service opportunities.
- Pursued new customer opportunities.
- Followed up on marketing campaigns and inactive customer lists, tracked leads, and captured cross-selling opportunities.

Education:

Bachelor's Degree in Business & Telecommunications, Saginaw Valley State University, University Center, MI

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