
Customer Service Executive Resume

Job Objective

To obtain a position as Customer Service Executive with an established company in where I can enhance my skills and help the company to grow.

Highlights of Qualifications:

- Extensive experience in mortgages, finance, pension, investments, insurance industries
 - Proficient in MS Office suite
 - Excellent telephone call handling skills including questioning, probing & listening
 - Strong communication and negotiation skills
 - Ability to cultivate and maintain long-term client relationships
 - Ability to translate complex information into a logical, concise presentation (written and verbal)
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Professional Experience:

Customer Service Executive
Freight Systems Inc., Seattle, WA
August 2007 – Present

- Managed outbound calling campaigns, including sales and market research.
- Educated customers on value added services of the company.
- Provided service adhering to internal processes and procedures, Customer Service Standards, and external regulations.
- Generated customer letters in order to support customer enquiries.
- Attended trade shows and exhibitions and provided face to face advice to customers.
- Collected information from customer and processed transaction.

Customer Service Executive
Cantel Medical Corporation, Seattle, WA
May 2004- July 2007

- Ensured all customers' queries are investigated and resolved.
 - Reported workload statistics.
 - Researched and analyzed business requirements and facilitated Continuous Improvement.
 - Identified and escalated recurring problems with systems functionality.
 - Documented information and process maps complying with agreed standards.
 - Prepared status reports of selected projects.
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Education:

Bachelor's Degree in Business Administration
Andrew College, Cuthbert, GA

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