



PROFESSIONAL SUMMARY

Engaging Sales Administrator and Senior Customer Service Representative with 20+ years of experience in fast-paced call center and administrative environment. Skilled at transforming customer feedback into actionable insights that drive revenue, increase customer loyalty, and improve processes. Works well independently to handle assignments and always ready to go beyond basics assignments. Quick learner with good computer abilities.

SKILLS

- Complaint resolution
- Outbound/inbound calling
- Active Listening
- Computer Skills
- Interpersonal Skills
- Management
- Time Management
- Proficient in Microsoft Office
- Service-based selling
- Communication
- Customer Service
- Leadership
- Problem Solving
- Transferable Skills

EXPERIENCE

Sales Administrator, Professional Executive Solution, May 2014 - Current

- Receive, prioritize and process sales briefings received from the global Sales Team
- Produce customer correspondence including quotation and contract documents
- Receive, prioritise, technically verify and process customer applications
- Pass fully prepared customer applications to Operations for delivery
- Receive and handle incoming phone, e-mail and letter inquiries from external and internal customers and ensure resolution of inquiry within required time frame
- Provide general administration support to the Sales department as requested by the management team
- Work with Sales Support Team Leader to agree, plan, implement and monitor quality of work and key performance indicators
- Adapted a collaborative team approach to working within own group and other teams/functions within the department and other areas of the business
- Undertake specific project work as required
- Determined price schedules and discount rates to maintain competitive positioning
- Established ambitious quotas and helped each team member implement personalized plan to achieve targets
- Resolved customer complaints regarding sales and service

- Engaged customers to quickly identify needs, negotiate contracts and close sales
- Over see regional and local sales managers and staffs
- Work closely with all sales personnel to assist with routine sales and handle advanced issues
- Review operational records and reports to project sales and determine profitability
- Determined price schedules and discount rates.
- Created proposals and completed presentations to close sales
- Manage customer visits, customer satisfaction and sales reports
- Generate customer and market information and feedback to support future sales planning
- Generates expense reports and assists in reconciling corporate credit card charges to ensure timely and accurate reimbursement
- Orders and maintains office supplies
- Prioritizes and schedules Sales Team time and availability for efficient use of time tracks and maintains designated conference room schedules for availability

Front Desk Assistant, Endless Possibilities Concierge Services, Dec 2015 - May 2021

- Log in and secure all packages, deliveries, and other appropriate items at the designated area
- Upon request of clients, make reservations at local establishments such as restaurants, businesses, hotels, and other entertainment venues
- Handle inquiries from clients and residents in a professional manner
- Help with the organization of on-site events
- Greet clients when they enter the building and guide them to their designated areas
- Process important queries and manage customer expectations in a polite and friendly manner
- Keep track of frequent clients and create a tailored experience based on their personal needs
- Answer telephones and monitor the lobby
- Provide information on the surrounding area stores and services such as car service centers, grocery stores, health spas, liquor stores, pharmacies, religious centers, beauty spas, tailors, video stores, etc
- Maintain control of all keys. This includes logging the keys in and out
- Announce all visitors to the clients and tenants. Keep all visitors at the front desk until permission is received from the unit resident/tenant
- Maintain a clean and pleasant environment
- Oversaw concierge services to help guests enjoy amenities

Customer Service Agent, Delta Airlines, Nov 2014 - Apr 2020

- Greet, assist and guide customers with the ticketing and baggage check-in process. In a polite and friendly manner
- Responsible for all aspects of the ticketing process - selling, printing, reissue. In addition, a managing the check-in process - ensuring our customers have the proper documentation for travel, properly tagging baggage and performing lifting tasks that involve transferring baggage from scales to conveyor belts
- Assists customers with seat availability, gate announcements with regard to the

boarding process, flight status, checking and handling baggage, managing and initiating the boarding process

- Help customers with routing, trip planning and gate boarding, also required to operate jet ways to place them in position prior to aircraft arrival and lifting, opening, closing, and securing aircraft doors
- Provided solutions, recommendations and replacements with empathy and positive feedback
- Addressed customer concerns and complaints and resolved issues promptly
- Directed individuals on usage and benefits of self-service tools
- Placed outbound calls to existing members to provide additional consultation on products and services
- Navigated multiple systems to identify source of issue
- Utilized computer systems to research and record account information
- Implemented best practices in fostering exceptional customer care support and satisfying customers

Customer Service Manager - Aerospace , Aviall, Inc, Sep 2011 - Nov 2015

- Recruited, onboarded, trained and supervised team of 14 employees in call center with 1000+ calls a day
- Led customer service team responsible for managing client accounts worth 50M in annual revenue
- Through communication and creating targeted incentive programs, held turnover to company historical low of 20% per year
- Performed quarterly reviews of 14 employees, driving team members to exceed KPIs by an average of 12%
- Reviewed analyses, reporting, KPIs and operational metrics
- Studied company products and services to maintain relevant knowledge and deliver top-notch service
- Connected with prospective, new and established customers to assess and determine individual needs
- Managed and reviewed daily CRM reports
- Assisted with ongoing management of systems and processes to improve customer service ratings
- Built and maintained positive relationships with team members and supervisors
- Handled external inquiries during peak periods to reduce wait times and maximize customer satisfaction
- Handled staff operations and monitored inbound and outbound calling
- Monitored team and call metrics, compiled data into reports and submitted findings to upper management
- Coordinated and oversaw new customer service team member training sessions
- Developed strategic plans for continued improvement
- Managed billing and customer service team processes
- Report to management to provide a full spectrum of customer support and sales activities (majority of sales in Maintenance Repairs Overall and Spares so developing maintenance contracts)
- Responsible for the customer base in the designated zone, with the aim of maximizing

business opportunities to achieve sales and market share growth

- Develop the relationships necessary to facilitate information/contact as required with all levels of the customer operation
- Responsible for customer satisfaction as the main point of contact between customers and the company
- Proposed dedicate recovery plan in the event of customer satisfaction below target
- Established a complete comprehensive understanding of the customers, their organization, and the key individuals within it.
- Liaising with internal departments with the objective of timely resolving customer issues and queries
- Manage a structured, regular customer communication visit schedule

Customer Service Manager - Promotional Specialty Products , DTD Marketing Concepts,

Sep 2005 - Sep 2011

- Achieved "Best in Quest" recognition for all corporate metrics including First Call Resolution, Average Speed of Answer, Call Quality, Capture Rate and Service Factor
- Established individual productivity and quality metrics to compliment corporate-specific metrics
- Created and implemented competitive customer service program (Fantasy Customer Service) which resulted in improved employee engagement and customer satisfaction scores
- Successfully integrated dispatch into customer service from logistics
- Successfully collaborated with the sales department for client on-boarding and training in-services for clients, resulting in more effective and efficient on-boarding and improved client satisfaction and loyalty
- Developed strategic plans for continued improvement
- Managed and reviewed daily CRM reports

Senior Customer Service Representative, Halo Creative Concepts and Marketing,

Mar 1995 - Sep 2005

- Trained and managed 9 employees for Specialty Promotional Marketing Company on conflict resolution and CRM System
- Helped develop new customer service rep training program that cut training time in half from 1 month to 2 weeks Proposed more efficient call script to reduce average customer handling time
- Achieved 97% average customer satisfaction rating to date, surpassing team goal by 12%
- Spearheaded customer referral program, increasing customer base by 15% in less than 6 months
- Received #3 Customer Service Representative in the Western Region award (out of 500+ reps)
- Made 30+ outbound calls per day to follow up with customers who were overdue in their payments
- Resolve 300+ weekly customer inquiries via phone and email, consistently exceeding targets
- Consistently exceeded weekly credit card application targets by 10%+ with innovative

upselling techniques

- Investigated service and product issues and documented resolution to improve team knowledge base
- Coordinated resolutions for advanced customer problems and implemented actions to maintain customer loyalty and correct both singular and repetitive issues
- Met departmental standards for production and quality, and contributed to strategies and databases used team-wide
- Assisted with product returns, damaged items and warranty claims
- Networked with internal personnel to assist in devising and executing appropriate customer solutions
- Met performance goals established by management
- Asked questions and listened actively to identify and document information in CRM system
- Researched and followed up on customer requests
- Processed order rejections and follow-up activities
- Processes and screens incoming and outgoing communication and correspondence to ensure proper dissemination of information
- Performs a multitude of tasks for vice presidents
- Coordinates and processes domestic and international business travel arrangements
- Monitors designated business traveler's logistics
- Collects and compiles data to provide visibility of status for traveler's review and/or signatures
- Processes and screens incoming and outgoing communication and correspondence to ensure proper dissemination of information

EDUCATION

Bachelor of Science, Business Management

Dec 2000

Baker College

- Minor in Marketing.