

TIFFANY C HAILE

Wilmington, DE 19802

302-723-3476 - tiffanyhaile123@gmail.com

PROFESSIONAL SUMMARY

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- Cash Register Operations
- Client Needs Assessment
- Providing Feedback
- Membership Inquiries and Renewals
- Client Service
- Client Relationships
- Microsoft Office
- Customer Data Confidentiality
- Account Management
- Product Knowledge
- Inter-department collaboration
- Schedule Management

WORK HISTORY

08/2023 to Current

Client Service Manager

Bayada Home Health – Wilmington, DE

- Enhanced client satisfaction by addressing concerns and providing timely solutions.
- Collaborated with cross-functional teams for better service delivery and client experience.
- Managed multiple projects simultaneously, ensuring timely completion and high-quality outcomes.
- Streamlined processes to improve operational efficiency, reducing costs and increasing productivity.
- Implemented key performance indicators to monitor team performance, driving continuous improvement initiatives.
- Spearheaded process improvements that resulted in significant time savings for both staff and clients alike.
- Monitored metrics and developed actionable insights to improve efficiency and performance.

07/2021 to 06/2023

Client Service Advocate III

Bank of America

- Utilized active listening skills to identify customer needs and provide appropriate

solutions.

- Trained and supervised junior customer service representatives on best practices to meet organization goals.
- Delivered prompt service to prioritize customer needs.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Coordinated with operations staff to resolve service problems and boost client satisfaction.
- Responded to customer calls and emails to answer questions about products and services.
- Communicated with clients regarding account services, statements, and balances.
- Educated clients on account services and resolved client inquiries regarding statement information and account balances.
- Offered troubleshooting advice to assist customers with technical issues and navigate smooth process.

02/2020 to 07/2021 **Shift Lead**

Walgreens – Wilmington, DE

- Completed store opening and closing procedures and balanced tills.
- Trained new employees and delegated daily tasks and responsibilities.
- Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction.
- Responded to and resolved customer questions and concerns.
- Helped store management meet standards of service and quality in daily operations.
- Completed cash and credit card transactions accurately using POS software.
- Completed daily financial activities and prepared weekly reports for management to inform decision-making.

EDUCATION

06/2023

Bachelor of Science: Biological Sciences- Health Professions
WILMINGTON UNIVERSITY - New Castle, DE