

Charlotte Johnson

Customer Service Executive

CONTACT INFO

Phone:	999-999-9999
Address:	42, Example Street, Los Angeles, CA 90001
LinkedIn:	linkedin.com/in/cjhonson
Email:	charlotte.johnson@example.com

Seasoned Customer Service Executive with over 10 years of experience in advancing customer satisfaction and loyalty. Proven skills in fostering robust customer relations, leading high-performing teams, and executing process enhancements. Tech-savvy, with a strong command over CRM systems and customer service software. Dedicated to promoting a customer-focused environment, driving business expansion, and ensuring profitability.

EXPERIENCE

Fine Company Inc

SEP 2012 TO PRESENT

Customer Service Executive

- Assisted with customer service and account management support for hotels, ensuring a high standard of service.
- Communicated effectively to handle incoming queries from clients, providing timely and appropriate responses.
- Resolved client complaints regarding overbooking and hotel services, maintaining a customer-centric approach.
- Prioritized timely follow-ups and optimized hotel systems for improved efficiency.
- Analyzed customer feedback and communicated actionable insights to management to enhance service quality.
- Responded to issues raised in guest reviews and implemented appropriate corrective actions.

Heaven LLC

APRIL 2009 TO AUG 2012

Customer Care Executive

- Recognized and analyzed avenues for process improvement, enhancing the overall customer experience.
- Collaborated with the sales team, assisting with incoming requests for new services.
- Evaluated customer needs and coordinated arrangements in compliance with company policies.
- Managed escalated calls and calmed upset customers, maintaining a customer-focused approach.
- Streamlined the process of updating outbound call reports, ensuring accurate record-keeping.

Awesome Products Inc

FEB 2007 TO FEB 2009

Customer Service Executive

- Effectively communicated and resolved customer inquiries.
- Implemented guidelines for admission call activities, enhancing process efficiency.
- Assisted teams in meeting sales targets by sharing best practices.
- Streamlined collection procedures with a strong focus on customer service.
- Negotiated client objections, turning them into sales opportunities.
- Responded professionally to customer calls, providing comprehensive product information and handling complaints.
- Coordinated follow-ups to ensure effective resolution of client complaints.
- Maintained detailed customer interaction records and managed order processes.
- Adapted to varying customer needs and analyzed scenarios to make informed decisions.
- Empathized with customers and provided tailored solutions.
- Mentored team members and promoted a collaborative environment.
- Recognized for innovative problem-solving and exceeding performance goals.
- Guided customers through product features, enhancing their understanding.

- Achieved noteworthy results by diligently following up on customer interactions.

EDUCATION

National University	2004 TO 2007
Bachelor of Business Administration	

CERTIFICATIONS

Introduction to CRM with HubSpot	2018
Coursera	
Certified Customer Experience Professional	2017
Customer Service Institute of America (CSIA)	

SKILLS

Compliance Management, Performance Management, Administrative Functions, Strong Work Ethics, MS Office Proficiency, Excellent Verbal and Written Communication, Conflict Resolution, Analytical Skills, Adaptability