

William Smith

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PROFESSIONAL SUMMARY: Award-winning Customer Service Representative seeking employment as a Development Assistant with the capacity to handle public relations, donor relations, and fundraising efforts by implementing persuasive and responsive communications.

AMERICAN INSURANCE – Saint Louis, MO

Customer Service Representative

October 2011 – Present

- Engaged customers in productive dialogues that answered every concern - resolved all issues with one phone call to meet company and customer expectations regarding efficiency.
- Functioned in a team environment by working closely with co-workers throughout the claims process and answered team members' questions to help them complete their assignments.
- Used persuasive communication skills by demonstrating how our product added value to their organization - acknowledged the emotional needs of the client to move consumers through the marketing funnel.

REAL TIME SALES – Saint Peters, MO

Customer Care Representative

July 2008 – September 2011

- Handled intricate tasks with customers by keeping detailed records of customer interactions – used communication skills and problem-solving skills to develop the lowest talk-time in the department for three consecutive months.
- Utilized persuasive speaking skills by utilizing patience as well as adaptability – demonstrated excellent phone etiquette to attain positive interactions with consumers.
- De-escalated potentially volatile situations by immediately taking control of conversations that required a representative to demonstrate empathy in order to protect the company brand.

BERRY COMPANY – Saint Louis, MO

Sales Account Executive

July 2006 – July 2008

- Established areas of commonality with clients and asked them about the criteria that they deemed important - established a rapport with clients to close the sale.
- Demonstrated why the client should purchase the product from our organization - aligned the goals of the client with the strengths of the product to develop long-term customers.

BACHELOR'S DEGREE IN MANAGEMENT

Independence University, Graduated Magna Cum Laude, 2002 - 2006