

# FIRST NAME LAST NAME

Address | City | Zip | Phone | Email

## PROFILE

### CLIENT CARE SPECIALIST | TECHNICAL SOLUTIONS

A dynamic Client Care Specialist with a strong background in In-Store and Head Office Technical Solutions seeking to target a Sales and Customer Support role with a progressive company. Expertise lies in Client Needs Assessment within the retail store arena and Tier-2 Customer Support at the executive office level.

Demonstrated track record of success in increasing a business' bottom line by empowering sales representatives via Coaching & Mentorship. Employs a high level of professionalism when representing company brands and excels in diffusing escalated and irate client situations.

### CORE STRENGTHS

- Client & Customer Needs Assessment
- In-Store Client Technical Support
- Tier-2 Customer Support
- Sales Rep Coaching & Mentorship
- Business Development & Retention
- Sales Training & Development
- Client Education & Product Knowledge

### TECHNICAL SKILLS

- Skilled in CDMA and HSPA+ Network Services
  - Familiarity with UNIX OS & HEAT Word Systems
  - Expert in WAP Browsers & Dial-Up Networking
  - Device Troubleshooting & Network Resolution
- Applications:** SMS, Mobile Browser, Android, Apple, Windows, Blackberry, Picture Messaging, Wireless Prepaid, PTT/ MIP, CMDS, MSN, MPS/EDI File Transfer

## EDUCATION & CERTIFICATIONS

### ➤ Mobile Technician Certifications:

**Blackberry** Technician | **Windows** Mobile Technician | **Android** Technician | Advanced **Apple** Specialist

### ➤ PMP Designation | Institute Name | Date

### ➤ Certificate Name | Institute Name | Date

### ➤ Additional Courses: Program Name | LDP & Management Career Development Courses | Institute Name

## RETAIL CLIENT CARE EXPERIENCE

Company Name -City

Date

Title

- Cultivate a positive work environment for staff by adding monetary of product incentives to reward sale excellence; successfully increased district sales ranking from 2<sup>nd</sup> last to within the top 5 as a result
- Coach associates in improving sales techniques; utilize layman's terms and vast product knowledge to educate non-technical clientele; demonstrate focus on matching customer needs with the right product
- Promote a non-commission based environment and allow employees to educate clients on networks that suit their needs - resulting in a high number of repeat customers
- Empower staff to make decisions in discounting or price matching products which has contributed to 95% of staff achieving daily and monthly sales goals with an overall increase of \$8K a day
- Regularly offer 1-on-1 mentorship and skill assessment sessions and promote an open door policy; as a result, successfully changed a high staff turnover environment to maintaining a 100% retention rate

Company Name -City

Date

Title

- Sent from Head Office to directly support store management in refining duties and procedures
- Learned management processes from a store perspective and assisted in refining daily operations
- Acted as direct management support when it came to diffusing escalated and irate customer situations
- Accountable for one-stop face-to-face client care including in-store technical support related to network, repair and devices; handled online client care support for web accounts and e-billing processes
- Provided in-store support to sales representatives and maintained client loyalty and retention