

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, fundraising efforts, and creating reports on individual and institutional donors through responsive communications.

AMERICAN INSURANCE – Saint Louis, MO

Customer Service Representative

October 2011 – July 2019

- 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

- Demonstrated the ability to handle intricate tasks that required the employee to be detail-oriented. Boosted productivity by keeping detailed records of customer interactions, comments transactions, and complaints. This background information led to lower talk-times.
- Utilized excellent persuasive speaking skills by demonstrating adaptability and patience.
- 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 based on honesty, accuracy, and product knowledge.
- Addressed the benefits that relate to the product and demonstrated why the client should purchase the product from our organization. Aligned the goals of the client with the strengths of the product.

BACHELOR'S DEGREE IN MANAGEMENT

Independence University, Graduated Magna Cum Laude, 1992