

William Smith

5125 Oakwood Avenue • St. Louis, Missouri 63128 • (636) 446-9327 • williamsmith@yahoo.com

PROFESSIONAL SUMMARY: Award-winning Customer Service Representative with over 10 years' experience in that capacity seeking employment in a field that uses strong verbal techniques that focus on using persuasion as well as impressive writing skills

AMERICAN INSURANCE – Saint Louis, MO

Customer Service Representative

October 2011 – July 2019

- Developed the ability to engage a customer in a productive dialogue that answers every important concern with one phone call and this metric measures customer satisfaction
- Functioned within a team environment by working closely with coworkers throughout the claims process where team members collaborated to help finalize their pivotal tasks
- Used strong communication skills to summarize and repeat any goals that the representative has promised the consumer once a solution to the problem has been attained

REAL TIME SALES – Saint Peters, MO

Customer Care Representative

July 2008 – September 2011

- Used strong verbal skills to simplify complex training procedures and mentored employees to meet their full potential that relates to the primary objectives related to the vision statement
- Minimized volatile situations by taking control of conversations that required the employee to demonstrate empathy and connected with customers by acknowledging their emotions
- Exceeded productivity standards by focusing on the number of accounts worked and the number of phone calls received in order to meet standard operating procedures
- Handled intricate situations with customers to boost retention by offering them coupons and discounts on products and services and kept in contact by sending clients follow up emails

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 deem essential by being attentive to the needs of clients while establishing a rapport to close the sale
- Addressed the benefits that relate to the product and aligned the goals of the client with the strengths of the item in order to create goodwill through likeability and reciprocity
- Avoided arguments with customers by addressing emotions that are hindering progress to make the customer feel important and appreciated by replacing confrontation with cooperation
- Circumvented hyper-aggressive sales techniques by communicating the positive aspects of the product while downplaying the characteristics of the competing product to some degree

BACHELOR'S DEGREE IN MANAGEMENT

Independence University, Graduated Magna Cum Laude, 1992 - 1996