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#Markus Jensen



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#Diego Butler



so many fake sites. this is the first one which worked! Many thanks

Marcia Rath
9820 Paddy Vile, Chicago, IL • Phone: +1 (855) 123 4008

EXPERIENCE

SENIOR CUSTOMER SERVICE SPECIALIST INSTALLMENT LOAN SUPPORT
08/2011 - Present

- Provide Apple Partner support by properly authenticating then assisting with requested information within guidelines set
- Adhere to identified time management standards for ACW (After Call Work), AHT (Average Handle Time), SLX (time off phone for other activities)
- Provide accurate information to customers as it relates to credit decisions based on applications submitted
- Act as an advocate for the customer by working collaboratively with internal and external departments to resolve issues expeditiously and efficiently
- Accurately complete all customer follow-up work
- Provide accurate and directive instructions to customers as it relates to completion of applications
- Adhere to all Call Quality and Operational standards

RCC SENIOR CUSTOMER SERVICE SPECIALIST
New York, NY
11/2008 - 12/2010

- Working knowledge of RCC business process, policies and procedures
- Self-motivated, works well under own initiative and can innovate
- Demonstrated solid performance record
- As a confident and enthusiastic communication
- A passion for customer service
- Extremely customer focused
- Strong team player who is successful and flexible

SENIOR CUSTOMER SERVICE SPECIALIST
Pleasant, AZ
09/2007 - 09/2010

- Provide input to Practical Process Improvement Managers in developing and prioritizing project pipelines
- Manage ERO product from promotion or POC changes with customer and materials. Work with the customer replacement contact on promotion management issues
- Building Relationships: Understand the dynamics of the team, actively work to improve communication to both our internal and external customers. Develop trust
- Communicate with supervisor any customer issues or potential problems, perform other tasks assigned by manager
- Work independently under the direction of the Site Manager
- Develop Customer and Channel Strategy and manage Customer Agreements
- Account management - Daily reports to customers on their On-Time Performance

EDUCATION

UNIVERSITY OF CALIFORNIA, SAN DIEGO
Bachelor's Degree in Finance

SKILLS

- Strong ability and capability of using Salesforce.com on programs such as Simulation and Flowsheets
- Excellent ability to navigate multiple host screens and auxiliary systems
- Computer software and database system knowledge, SAP knowledge will definitely be an advantage
- Good organizational skills and ability to manage multiple tasks
- Outstanding customer service and overall communication skills, strong telephone etiquette, as well as the ability to handle difficult telephone calls
- Are comfortable in your ability to engage with customers (begin a conversation, build rapport, and handle objections)
- Have a strong ability to engage and build rapport with customers
- Ability to adapt quickly to change
- Strong professional customer service skills
- Strong experience in Salesforce 2012+

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