

# NAME

0000 Alto Drive, Vallejo, CA | xxx.xxx.xxxx | xxxxxxxxx@netzero.com

## PROFILE SUMMARY

Results-driven Customer Support Professional with 10 years of experience demonstrating leadership, operations expertise, and dynamic performance within the financial service industry. Proven ability to deliver bottom line results by developing and implementing processes and procedures to enhance customer service, increase operating efficiencies, and enhance team performance. Skilled in MS Office Suite, Oracle, Lotus, and Access.

## PROFESSIONAL STRENGTHS

Process Development & Improvement • Team Leadership • Productivity Enhancement • Data Processing • Project Management • Quality Control • Statistics Logging • Relationship Building Client Service • Business Communications: Verbal/Written/Computer • System Networking Abilities

## PROFESSIONAL EXPERIENCE

**MetLife**, Vallejo, CA

2005 to Present

### ***Customer Care Representative***

- ❖ Achieved 100% client retention by cultivating and maintaining relationships through timely communications, product expertise, and establishment of trust.
- ❖ Won companywide customer service contest ranking #1 in the company for 4 consecutive months.
- ❖ Improved call procedures that resulted in reduced call time and increased customer satisfaction.
- ❖ Instrumental in training internal and external associates on computer systems and daily operations.
- ❖ Played integral role in organizing and developing social interaction programs within the company that significantly improved employee morale.

**Jackson National**, Vallejo, CA

2001 to 2005

### ***Team Supervisor***

- ❖ Spearheaded improvements in service levels by more than 25% in less than 4 months.
- ❖ Saved \$10K annually through the development and implementation of strategic initiatives.
- ❖ Increased QA score by 25% and ranked #1 in the district for 2 consecutive years.
- ❖ Reduced turnover from 52% to less than 9% within 2 years.
- ❖ Collaborated with operations teams to enhance lines of communication between departments and offer one call resolutions.

## EDUCATION, LICENSURE, AND TRAINING

### **Bachelor of Science in Training and Development**

University of Northern Carolina

Diversity Training / Leadership / Interactive Management Techniques  
Team Coaching & Development / Customer Satisfaction Training

NASD Series 6 License (Active)