

Course work on customer relations executive

[Business](#), [Marketing](#)



Career Objective:

Short Term: To be placed as a Senior Executive or Assistant Manager in the Customer Relations or Marketing department at an organization of repute where I may be able to utilized as well as develop my customer relations and marketing skills.

Long Term: To further my educational qualifications and work experience in order to grow into a senior managerial role and eventually head the marketing department of a reputed organization.

Strengths:

Strong communication and people skills, out-of-the-box thinking, ability to work independently as well as in a group, highly organized and target oriented, passion for learning and development, believes in working hard and driving results.

Education & Qualifications:

Gwinnett Tech, Georgia

2011 - Ongoing

Bachelors Degree, Business Management

Faith Academy, Georgia

2002 - 2006

Employment History:

Mobile Tan Works

2009 - 2011

Technician

Technician for custom spray tanning and mobile service

Consulted and educated customers on the health benefits of using an alternate tanning method.

Assisted in marketing and promotions to generate fresh business and leads.

Point of contact for communication and correspondence with customers as well as suppliers.

In depth market research for products, materials and suppliers.

Take Away: The job enhanced my communications skills further. I attained a deeper understanding of consumer relations and evolved ways of developing the business further through research and quality assurance.

I Love Thai ' n Sushi

2008 - 2009

Front Desk Attendant

Point of contact for customers.

Taking regular feedbacks and conducting customer satisfaction surveys to ascertain level of satisfaction.

Swift grievance resolution to ensure customer satisfaction and boost customer loyalty.

Developed marketing and promotional campaigns to generate business.

Communication and correspondence with suppliers.

Acted as an intermediary to overcome language barrier between co-workers and customers.

Take Away: Being a part of the family business provided a great opportunity to learn first hand the various intricacies of customer relations. I was also able to develop my marketing and advertising skills further and managed a healthy record in business generation.

Toys ' R' Us

2007

Customer Service Associate

Thorough understanding of company policies and regulations.

Customer grievance resolution in keeping with company standards to ensure customer satisfaction.

Attaining complete knowledge of company's finance functions and performing money counting operations.

Thorough knowledge of products and services to maximize customers shopping experience.

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Developed in depth understanding of corporate marketing strategies and business generation tactics.

Take Away: The job exposed me to a multi-national corporate environment. I was able to quickly adapt and flourish by learning and executing key operations relevant to my function as well as understanding corporate operations beyond my purview.