

JOHN DOE

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GLOBAL MARKETING SOLUTION TEAM | OPERATIONS & CUSTOMER SERVICE PROFESSIONAL

ADMINISTRATIVE & SERVICE EXCELLENCE ■ EXECUTIVE LIAISON & SUPPORT ■ RELATIONSHIP BUILDING ■ PRODUCTIVITY & EFFICIENCY

Performance driven, goal oriented and highly resourceful *administration/operations and customer service management professional*, with **8+ years** experience in executing organizational strategies for continuous revenue and profit improvements, and efficient business operations in fast-paced customer-centric environments.

- ❑ **Diverse experience in hotel/hospitality, contact center, and corporate environments** established proficiency in consultative selling techniques, customer servicing, office management, team management, and staff training.
- ❑ **Rapidly assess and prioritize projects**, based on process flow, complexity, timelines, and man-hours required. Adept at marketing coordination, meeting planning, and event planning.
- ❑ **Versatile multitasking professional**, adept at providing exceptional executive support, managing multiple projects, and streamlining office operations for major productivity gains.
- ❑ **Highly recognized for providing support to top management and cross-functional teams**, encompassing sales, marketing, administration, etc., in the form of presentation and reports, and query resolutions.
- ❑ **Combine a client-focused work ethic** with proactive problem-solving strengths. Enthusiastic team player with quick-study capabilities, appreciated by others for willingly stepping up to any challenge.
- ❑ **Interact easily** with people of diverse backgrounds, cultures, and professional levels and possess excellent relationship building skills. Resourceful and analytical nature improves operational efficiency and productivity.

CORE COMPETENCIES

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|-------------------------------------|--------------------------------|----------------------------------|
| ➤ Productivity and Efficiency | ➤ Office Administration | ➤ Consultative Sales and Support |
| ➤ Event Planning and Coordination | ➤ Project Support | ➤ Task Planning and Scheduling |
| ➤ Problem Identification/Resolution | ➤ Data Analysis and Management | ➤ Effective Communications |

PROFESSIONAL WORK HISTORY

Position *Company* **July 2014 - Present**
Maximize productivity and efficiency of administrative operations, through organizational, multitasking, and task prioritization skills. Add value to the supportive role by assisting the General Manager and team with general administration, business correspondence, reports and presentations, and vendor (external partner) management.

- ❑ **Timely manage and maintain** multiple calendars, along with scheduling meetings, orchestrating events, arranging travel, tracking expenses and prioritizing emails.
- ❑ **Accelerate coordination** of internal/external office events, while managing logistics, vendor coordination, filing and record keeping, and office supplies.

Position *Company* **July 2010 - July 2014**
Performed rotational roles as customer service officer and service administrator. Entrusted to serve as a Back-Up Manager to assist the team manager in supervising 16 advisors in the contact center environment. Leveraged leadership skills to institute systems and processes, and develop and measure against quantitative metrics, to improve productivity.

- ❑ **Performed all aspects** of customer service and satisfaction, including answering inbound calls, coordinating special promotions, and providing detailed information for various products and warranty services.
- ❑ **Recorded details regarding** customer conversations, prepared MIS reports for decision making, and managed weekly schedules, along with escalating grievances to respective departments.

- ❑ **Proactively addressed issues and concerns** regarding product, repair and replacement service, with apt resolutions. Assisted with a provision of training on overcoming objections and product value to improve transitional sales success for call center professionals.
- ❑ **Achieved measurable success** contributing to KPI's, quality assurance & profitable call centers/operations with well-trained and highly motivated support teams, driven to ensure customer satisfaction and loyalty.

PROFESSIONAL WORK HISTORY CONTINUED...

Position *Company* **August 2008 - June 2010**

Responsible for the general administration and profitability of the operation of the front office department, including front desk, telephone, guest relations, business center, room services and F&B operations, for 91 room full-service luxury business and wedding hotel. Additionally, managed room reservations, and supervision of dining restaurant.

- ❑ **Oversaw and managed** a team of 10-15 staffs in the hotel's main dining restaurant. Delivered personal attention to customers to ensure a high level of satisfaction, generate repeat clientele, and encourages word of mouth referrals.
- ❑ **Demonstrated front office management excellence**, by embodying the core values of respect, helpfulness, courtesy, sincerity, and humility. Proactively respond to guest's requests, inquiries, and complaints.

EDUCATION & CERTIFICATIONS

Bachelor's of Science | Some University | 2007
Specialization: Athletic Training (Sports Medicine)

Languages Known: Japanese - Native; English - Strong working knowledge; Mandarin (Chinese) - Basic

TECHNICAL FORTE

Mac systems and Microsoft Office | SAP and logistics systems

- Proficient in using computers (MS Office) to enhance the speed and accuracy of administrative tasks
- Promote effective use of technology and Saves Organization Cost, Time and Resources

REFERENCES AVAILABLE UPON REQUEST
