

Charlotte Johnson

Customer Service Executive

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- Responsible for interacting with the clients and solving their queries
- Maintaining the records of customer interactions and follow up with the clients
- Provided feedback of the clients to the concerned departments and authorities so as to improve the services

EXPERIENCE

Awesome Products Inc

Customer Service Executive

FEB 2007 TO FEB 2009

- Handled customer interactions
- Ensured all new admission call activities are in accordance to set guidelines
- Shared best practices and knowledge with colleagues and teams helping achieve the sales targets
- Ensured appropriate collection procedure maintaing the customer service focus
- Overcame clients objections/rejections to company products and convined them
- Answered calls professionally providing complete information about products, take/order cancels or obtain details about complaints
- Followed up ensuring relevant actions were taken on clients complaints
- Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms and applications

Heaven LLC

Customer Care Executive

APRIL 2009 TO AUG 2012

- Identified and evaluated opportunities improving the process and customer experience
- Assisted the sales team for incoming requests for new services
- Analyzed customer needs and made arrangements adhering to company policies

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My Destiny Justine Heart,2020-05-15 Book Delisted **RDC Hiring Edge** Craig B Toedtman,2019-08-28 The authors have designed a unique and comprehensive program for individuals seeking new opportunities The approach is to create a foundation of preparedness with a focus on the best strategies to define and market your personal brand **Inequality in the United States** John Brueggemann,2020-11-25 For courses in Inequality Social Stratification and Social Problems A thoughtful compilation of readings on inequality in the United States The main objective of this text is to introduce students to the subject of social stratification as it has developed in sociology The central focus is on domestic inequality in the United States with some attention to the broader international context The primary goal of the text is to offer an understanding of the history and context of debates about inequality and a secondary goal is to give some indication as to what issues are likely to arise in the future **Occupational Outlook Handbook** United States. Bureau of Labor Statistics,2014 Reflects the latest employment projections P 4 of cover *Occupational Outlook Handbook* ,2008 *How to Break the Barrier of North America Job Market for the first time* Martin J.,2023-06-07 Experiences of job hunting in Canada between 2007 and 2008 Tips for job hunting by personal experiences for one year *Computerworld* ,2003-01-27 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network *Network World* ,1996-09-16 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **Computerworld** ,2002-05-06 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network *Computerworld* ,2002-08-05 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network *Network World* ,2002-05-06 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce *THE BIG BOOK OF JOBS 2012-2013* McGraw-Hill Editors,2011-07-26 Up to date authoritative job

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