

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 convinced 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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Yi-Tong Ma



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