

THOMAS CLARK

✉ Address ☎ telephone number

✉ e-mail add

--CUSTOMER SERVICE SUPERVISOR/MANAGER--

SUMMARY OF QUALIFICATIONS

Accomplished, talented, and solutions-focused professional offering extensive business services, manufacturing, and banking experience, coupled with impressive record of achievements within all facets of customer service management across diverse industries. Assess and address client needs and implement cost effective solutions to provide high quality of service and satisfaction. Proactive, energetic and success-driven individual with strong commitment to excellence; known for solid organizational and leadership adeptness. Well versed in various Windows programs, including XP, Microsoft Word, Excel, Lotus Notes and Outlook Express.

CORE COMPETENCIES

- Leadership and Team Building
- Project Coordination/Management
- Problem Solving
- Strong Analytical Abilities
- Employee Relations
- Customer Service Relations
- Excellent Work Ethic
- Strategic Planning
- Superior Interpersonal Skills

PROFESSIONAL EXPERIENCE

TARKETT, INC., WHITEHALL, PA

SALES AND PRICING COORDINATOR ▪ MAR 2006-JUNE 2008

Manufacturing-Customer Service

- ❑ Efficiently managed introduction of new products, along with pricing and data entry
- ❑ Assumed full responsibility in amending and improving catalog items, including estimation and outdating prices of all necessary materials
- ❑ Designed and organized records of price lists significantly associated with product additions and improvements for United States and Canadian distributors and retailers
- ❑ Coordinated with multiple manufacturing locations, including Canada, Sweden, Texas, Tennessee, and Alabama for the latest product developments and price increases on ongoing projects

KBM WORKSPACE, SAN FRANCISCO, CA

PROJECT MANAGER ▪ APR 2005-FEB 2006

Business Services

- ❑ Administered efficient and effective space planning and installation of fixture for corporate customers
- ❑ Managed a team of contractors, installation crews, and delivering carriers to secure quality of services
- ❑ Developed and implemented significant knowledge and experience, including order placement, shipping, delivery and installation
- ❑ Organized corporate accounts and addressed client needs to secure project completion
- ❑ Ensured immediate response in attending to the needs of customers, including claims on product defects

CALL AND HAUL, INC., SAN FRANCISCO, CA

CUSTOMER RELATIONS MANAGER OCT 2001-MAR 2005

Waste Management

- ❑ Effectively supervised customer service representatives and debris hauling team; accomplished assessments of monthly and yearly performance of personnel

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- Managed the hiring processes, including initial assessment and evaluation as well as job interviews to screen out potential and qualified employees
 - Arranged and organized timetables, and coordinated staff and crews in three different states to perform quality customer service
 - Executed efficient customer service to accomplish and exceed client's expectations
 - Assumed full responsibility in handling bills, and settlement of payment processes and credit card transactions

KNOLL INC., EAST GREENVILLE, PA

IN-HOUSE ACCOUNT MANAGER ▪ JUN 1998-JUL 2001

Manufacturing

- Produced, applied and implemented policies on employee purchasing
- Improved and developed process of service orders by executing time-efficient strategy
- Administered all Knoll processes, including Internet inquiries and employees orders
- Served as primary contact for all Knoll showrooms, including two large U.S. Knoll Dealerships

RUCKER FULLER, SAN FRANCISCO, CA

PROJECT COORDINATOR ▪ OCT 1994-APR 1998

Business Services

- Coordinated with clients in supervising all operations and installation services for Corporate Services Department
- Collaborated with a team of six sales staff for Corporate Services that will be responsible for the processing of service and product orders
- Developed and presented records and lists of all accomplished projects and sales goals
- Managed and documented client and sales files
- Provided superior level of customer satisfaction
- Provided time-efficient management skills in handling projects and other operations

LEHIGH VALLEY BANK, BETHLEHEM, PA

ASSISTANT CUSTOMER SERVICE MANAGER ▪ SEP 1986-AUG 1994

Banking

- Administered daily operation of a branch office in compliance to all bank security procedures, laws and requirements
- Collaborated directly with the U.S. Federal Reserve concerning large shipments of cash
- Prepared and presented monthly and yearly evaluation of employees and teams

EDUCATION

COURSEWORK IN BUSINESS AND PHOTOGRAPHY

Academy of Art College, San Francisco, CA

COURSEWORK IN COMPUTER SCIENCES AND MARKETING BASICS

Northampton Community College, Bethlehem, PA

COURSEWORK IN BUSINESS AND GENERAL STUDIES

Liberty High School, Bethlehem, PA