

# MARY EVANS

Address ▪ Phone Number ▪ Email Address

## CUSTOMER SERVICE REPRESENTATIVE

Highly motivated, dedicated, and personable professional, with strong work ethic and excellent client negotiation skills. Proven ability in relating effectively to individuals at all levels within the organization; accurately performs challenging tasks with precision and keen attention to detail. Capable of maintaining strict confidentiality on job-related matters. Demonstrates strong interpersonal and communication skills, with capacity to develop and maintain productive working relationships.

### KEY QUALIFICATIONS

#### Customer Service

- Establishes and maintains rapport, motivates, and provides support for customers based on knowledge and integrity
- Provides professional customer service to ensure utmost customer satisfaction
- Secures resources to ensure timely resolution of problems and issues
- Develops and maintains productive client relations; knowledgeable of principles and processes in providing customer and personnel services

#### Communication and Professionalism

- Ability to communicate well with customers and establishes positive working relationships with colleagues
- Possesses well-developed communication and presentation skills
- Expresses and interprets knowledge and ideas clearly; capable of exchanging information in an effective manner
- Accessible, flexible, and energetic, with consistent demeanor in all situations
- Tendency to thrive in fast paced business environments while remaining focused on attaining corporate objectives

#### Leadership and Supervision

- Capable of applying sound and consistent judgment to decision-making processes
- Demonstrates ability in managing multiple tasks without compromising their quality
- Effective team builder; demonstrates ability to direct, and guide individuals and groups in the completion of tasks and fulfillment of goals

#### Office Management:

- Familiar with human resource functions including recruitment, hiring, and training
- Proven success managing administrative responsibilities including creating spreadsheets, drafting correspondence, fielding customer inquiries, and preparing reports

### OTHER RELEVANT EXPERIENCE

SALES REPRESENTATIVE ▪ RESIDENTIAL PROPERTIES ▪ East Greenwich, RI

EDUCATIONAL LIAISON ▪ TANNER HILL ▪ Pascoag, RI

### EDUCATION

SELECTED COURSEWORK ▪ UNIVERSITY OF RHODE ISLAND ▪ Kingston, RI

### PROFESSIONAL TRAINING

CRS Certificate  
Relocation Specialist  
Buyer's Representative Specialist

### ACTIVITY

Wish Granter, Make A Wish Foundation