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Customer Service Representative | Client Relations | Operations Support | CRM Management

### Professional Summary

Experienced customer service professional with a strong background in client communication, CRM systems, issue resolution, and workflow optimization. Skilled at delivering positive customer experiences through effective communication, accurate data management, and fast-paced service environments. Proven ability to analyze customer needs, process transactions, manage service requests, and maintain detailed customer records across multiple industries.

### Core Skills

- Customer Service and Client Communication
- CRM System Management and Data Entry
- Sales Order Processing and Returns
- Service Inquiry Resolution and Escalation Management
- Cash Handling and Transaction Management
- Scheduling, Workflow Coordination, and Reporting
- Office Software Proficiency (Google Workspace, Microsoft Office)

### Professional Experience

#### Installation Manager

Mister Window – Tampa Bay, FL

- Communicated daily with customers by phone, email, and in-person to coordinate project updates, scheduling, and service resolutions.
- Managed CRM tracking systems to log customer interactions, project statuses, and service outcomes.
- Handled cash and payment processing for project deposits and final balances.
- Resolved customer service issues quickly and professionally to maintain client satisfaction and positive reviews.

#### Director of Operations and Development

Independent Residential Construction – Tampa Bay Area, FL

- Managed client communications throughout the home construction process, from contract signing through project completion.
- Analyzed client needs to recommend appropriate products, services, and schedule adjustments.
- Maintained detailed customer and project data through custom CRM solutions.

#### Marina and Crew Manager

Jersey Shore Marine Group / Oceanport Landing Marina – Oceanport, NJ

- Provided customer service for marina clients regarding boat services, storage, and seasonal maintenance.
- Handled cash transactions for services and slip rentals, maintaining accurate financial records.
- Processed service orders and coordinated scheduling of maintenance work based on customer requests.

#### Customer Service Manager and Senior Development Analyst

EasyLink Services (formerly FaxSav / NetMoves) – Edison, NJ / Remote

- Led customer service teams handling technical support inquiries for global clients.
- Designed customer inquiry tracking systems to accurately log client requests and ensure timely resolution.
- Developed CRM reporting tools to analyze customer needs and service performance trends.
- Supported multilingual client bases and coordinated service communication across teams.

#### Education

- Dual Certificate in Culinary Arts and Restaurant Management – New York Restaurant School, New York, NY
- Coursework in Business Administration and Marketing – Brookdale Community College, Lincroft, NJ
- Coursework in Architecture – University of New Mexico, Albuquerque, NM

#### Technology and Systems Skills

- CRM Systems: Salesforce, Custom CRM Development
- Office Applications: Google Workspace, Microsoft Office Suite
- Data Entry, Reporting, Workflow Automation
- Scheduling and Service Order Processing