

TIMOTHY GOLDSTEIN

LEAD CUSTOMER SERVICE RELATIONSHIP & ACCOUNT MANAGEMENT EXPERT

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Efficient | Organized | Self-Motivated | Results-Driven

Highly Accomplished Customer Service Representative & Account Management Specialist expertly skilled and primed to successfully deliver strong leadership & powerful effective solutions that drive business growth; Solid relationship builder; Dedicated to providing consistent top-quality service and stellar support; Motivated to optimize results through exceptional performance within a challenging and rewarding role befitting my dynamic skillset.

PROFILE OF QUALIFICATIONS

- Effective Leader/Mentor
- Performance & Development
- Quality Account Management
- Analytical, Resourceful Mind-Set
- Documentation / Reporting
- Stellar Customer Service Management
- Solid Customer Relations & Retention
- Effective Negotiation & Presentations Skills
- Expert in Financial & Payroll Systems
- Critical Thinker / Creative Problem Solver
- Regulatory Compliance
- Technical Savvy
- Excellent Communicator
- Strong Interpersonal Skills
- Self Starter

Proficient in: Microsoft Office Word; Microsoft Excel; Magic Touch; Sugar CRM Tracking System; Great Plains;

PROFESSIONAL HIGHLIGHTS

- Improved Net Promoter Score from [10] to [15]; Increased service engagement score to 80%
- Achieved 85% action taken on customer requests within 24-hrs; Ensured 80-90% of requests resolved within 72-hrs
- Reached 100% of customers utilizing e-mail to case; Increased customer adaption by 93%
- Garnered 75% outreach on annual basis; 25% proactive outreach to customers on quarterly basis based on program criteria
- Established ability to juggle people, paper, & priorities through efficient execution of multiple tasks under tight deadlines

CAREER TRACK

NATIONAL DENTEX CORPORATION

11/2004-PRESENT

ACCOUNT MANAGER (6/2016-Present)

- Make 70 to 80 outbound calls on potential new business with Dental offices.
- Enter a variety of dental office request orders on the wide range of products we offer.
- Promote our competitive pricing on our dental crowns and partials to dental offices.
- Follow up with dental offices on promotional mailers, and on previous emails.
- Successfully brought back over hundreds of inactive accounts by promoting and selling.

CUSTOMER SERVICE MANAGER (11/2004-6/2016)

- Manage a customer service team up to 20 employees.
- Have a high knowledge of the variety of dental products that we offer.
- Conduct weekly meetings with employees regarding new updates in the department and Within the organization.
- Coach and train new and existing employees on new products or new policies and Procedures in the department.
- Monitor all employee phone calls on a daily basis to determine employee effectiveness.

DEBT RESCUE - LONG BEACH, CA

5/2003 -11/2004

CUSTOMER SERVICE MANAGER-INBOUND/OUTBOUND CALL CENTER (6/2003-11/2004)

- Managed a call center team of 15 to 20 employees.
- Handled 40 to 50 incoming calls and made 20 to 30 outbound calls daily.
- Handled daily customer issues such as billing accounts, products, etc.

HERBALIFE INTERNATIONAL – INGLEWOOD, CA

11/2000 – 5/2003

SALES ORDER SUPERVISOR-INBOUND/OUTBOUND CALL CENTER (2/2001—5/2003)

- Managed a sales order team of 15 people.
- Thoroughly responsible for solving distributor problems and assuring Distributor Satisfaction.
- Rewarded staff monthly with awards and prizes for providing best customer service.

SALES ORDER SUPERVISOR TRAINING (11/2000-2/2001)

CANTER & ASSOCIATES – SANTA MONICA, CA

4/1999 – 11/2000

TELEMARKETING SUPERVISOR-INBOUND/OUTBOUND CALL CENTER (4/1999-11/2000)

- Managed a telemarketing team of 2 assistant supervisors and 25 employees.
- Set call goals where a total of 1200 sale calls had to be made in a quarter term.
- Structured incentive programs for the telemarketing teams.
- Interviewed, recruited, and promoted new and existing employees.

EDUCATION & CERTIFICATIONS

Bachelor of Science Degree, (B.S.), *Management*
California State University Dominguez Hills, Carson, Calif