

Linda Hoffman

24368 E. Kansas Cir., Aurora, Colorado 80018
303.525.5452 | hofmother@gmail.com

Professional Profile

Qualified Customer Service Manager offering a record of successful job performance, proven problem solving ability and experience developing and implementing innovative solutions. Resourceful Salesperson who consistently meets and exceeds productivity goals. Skilled Manager committed to addressing customer concerns with speed, accuracy and professionalism.

Customer-focused Representative with a proven capacity to troubleshoot issues to ensure customer satisfaction. Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

Highlights

- Customer service management expertise
- Conflict resolution proficiency
- Service solutions expert
- High customer service standards
- Dedicated to process improvement
- Devoted to data integrity
- Strong problem solving ability
- Negotiation competency
- Troubleshooting skills
- Proficient with Microsoft Office Suite
- Proficient in customer account software
- Multi-channel contact center software
- Sales and Marketing
- Relationship Building
- Excel
- Word
- Power Point
- Outlook
- OneNote

Accomplishments

Exceeded corporate target for customer satisfaction for seven months in a row. Promoted to Call Center Supervisor 2011. Recognized for contributions to record-setting sales figures, territory startup/expansion and new account development. New Account Development and Relationship Building.

Experience

Field Supervisor

Advantage Sales & Marketing

July 2014 – November 2014
Aurora, Colorado

Demonstrated an unwavering commitment to customer service, adding new customers while maintaining premium service levels with existing accounts. Collected customer feedback and made process changes to exceed customer satisfaction goals. Provided accurate and appropriate information in response to customer inquiries. Addressed customer service inquiries in a timely and accurate fashion. Ran reports and supplied data to fulfill customer report requirements. Trained staff on how to improve customer interactions. Led a team of customer service representatives to increase service center profitability.

Operations Specialist

SUPERVALU

June 1998 – July 2014

Aurora, Colorado

The Operations Specialist verifies and authorizes credits for retail customers and in some cases for the Region/DC. Also answers Customer Service Representatives' (CSR) questions on a daily basis and provides coaching to CSRs. Evaluating calls for CSRs using the current call-tracking package, monitoring service level via CMS, monitoring and resolving open and pending transactions. Provide support for online credit issues with Regional personnel. Operations Specialist Team may result in approval or denial of \$120 million in customer credit on an annual basis. Manages the tracking and distribution of 60,000+ documents annually. Offer an in-depth understanding of the sales cycle process and remain focused on customer satisfaction throughout all stages.

Worked with upper management to ensure appropriate changes were made to improve customer satisfaction. Facilitated information flow between customer service, account management operations, quality assurance, training and payroll departments to guarantee call center objectives were met.

Store Manager

Fieldcrest Cannon

June 1994 – August 1997

Northglenn, Colorado

Directly responsible for all store functions, sales and accounting, directing a staff of thirty, maintaining controllable expenses. Merchandising and training other managers.

Acknowledgments and Education

Proven ability to lead sales teams to achieve multi-million-dollar revenue gains.

Surpassed sales goals by 19% in 1995 and 14% in 1996

Recognized for superior performance as a two-time district "Employee of the Month" honoree.

High School Diploma, General 1980

South High - Pueblo, Colorado