

MARLA J. ELLIOTT

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CUSTOMER SUPPORT PROFESSIONAL

A dynamic & driven professional knowledgeable and skilled at identifying sales opportunities and offering customized solutions while providing excellent service across diverse industries.

- Leverage analytical and problem-solving abilities, and strong customer service orientation to identify and resolve customer and business-related issues, determine the level of impact on the business, and prioritize and rectify issues appropriately.
- Proficient in driving the achievement of sales targets via innovative, high-impact solutions aligned with customer support protocol and policies, as well as meet and exceed service, accuracy, and productivity expectations.
- Stellar communication and interpersonal skills, as well as the ability to multitask across multifaceted priorities. Work efficiently both independently and within a team environment to accomplish company goals.
- Create a remarkable customer experience by resolving customer issues effectively and in a friendly, positive, enthusiastic, and efficient manner via email, phone, and chat.
- Technically savvy and able to navigate through multiple computer systems to resolve issues effectively

CORE SKILLS

Strategic Planning & Implementation • Operations Management • Advanced Client Service • Product Support
Administrative Support • Data Management • Data Collection & Analysis • Competitive Analysis
Sales and Marketing Techniques • Client Acquisition • Client Retention • Customer Relationship Management
Problem Resolution • Leadership & Collaboration

PROFESSIONAL EXPERIENCE

Southshore Enterprises, Inc Normal, IL. (2024 - Present)

Shipping and Receiving Clerk

Certified logistics provider delivering cost effective logistics and outsourcing supply chain solutions to US based businesses.

Provide best in class customer service while maintaining a high standard of operational excellence.

Manage inbound and outbound shipments and receipt of all products using SAP.

Track, trace and update the status of incoming and outgoing Shipments.

Verify inventory counts to ensure accurate databases.

Setup, control and maintain all files for customer stored material.

Identify, research and resolve customer issues in a timely manner.

Follow up with customer inquiries not immediately resolved.

Collaborate and communicate with logistics technicians/dispatchers involved in shipments and Receipt of products.

Recommend process improvements for company growth.

Credit Specialist • Allied Cash Advance –

07/2021 – 01/2023

Perform extensive investigation and assessment of customer creditworthiness to determine eligibility for loan requests, assisting customers in obtaining best loan terms available by developing solutions aligned with their needs.

- Execute credit reviews, interpreting credit reports (Equifax, Experian) and financial trade and public record data, as necessary, to assist in the credit decision making process.
- Mitigate credit risk exposure by completing reviews of incoming clients utilizing payroll services.
- Negotiate payment terms and interest rates with customers to ensure compliance with legal requirements.
- Continuously monitor customer accounts and evaluate financial performance to identify potential risks.
- Support development and implementation of policies and procedures for credit approval and risk mitigation.
- Identify and research potentially fraudulent clients, escalating positive matches to fraud investigations groups.

Key Achievements:

- Successfully created and managed loan portfolios for (1000) clients, developing and implementing tailored loan and credit strategies to meet customer needs, resulting in a (96)% increase in customer satisfaction and retention rates.
- Ensured accuracy of loan documents by regularly performing audits, leading to a % reduction in paperwork errors.
- Analyzed customer credit profiles to develop tailored loan/credit solutions, boosting customer acceptance rate by (95%).

Owner / Manager • Elliott's Painting – Phoenix, Arizona 05/1994 – 11/2017

Drove the business growth while leading operations, strategic vision, and long-range planning, establishing, and deploying effective operational policies and procedures to improve efficiency.

- Oversaw a team of (5) personnel, providing guidance, training, and feedback to ensure quality performance.
- Identified business opportunities with new and existing customers, supporting business planning efforts to drive revenue, and achieve short-term and long-term objectives.
- Generated timely and accurate operational reports to track progress and identify potential risks.
- Analyzed operational data to identify areas of improvement and implemented strategies to achieve desired results

Key Achievements:

- Spearheaded successful cost-reduction initiatives that reduced expenses by (98)% while maintaining high service levels.
- Analyzed data to identify market trends and capitalize on new opportunities, resulting in a (97)% increase in revenue
- Created and managed budgets, resulting in an (93))% reduction in overhead costs.

▸ TECHNICAL SKILLS

Stars • Salesforce • Service Portal • Uploader • Workday • Microsoft Office Suite (Word, Excel, Outlook)