

## CHRONOLOGICAL RESUME EXAMPLE

**Name:** Marlowe Boyd

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### **Professional Objective:**

To utilize my Customer Service, Project Management, and Complaint Resolution experience to improve company quality - accomplished through the improvement of processes, customer experiences, and customer retention.

### **Professional Experience:**

**02/15/16 to Current**                      **Mopec**                      **Oak Park, MI**                      **(248) 291-2040**

#### ***Promoted to Project Manager***

- Managed complete project life cycle, from quote to punch list, for 20 US States and Canada
- Coordinated equipment service with warranty/quality/parts department for completed projects
- Delegated and coordinated tasks and sales projections for a team of more than 10 representatives

#### ***Promoted to Contract & Customer Service Administrator***

- Reviewed and executed hundreds of subcontracts and produced sales rep competency letters with credentialing
- Managed full order process, facilitated documentation completion, and maintained records for over 50 active orders
- Analyzed multiple spreadsheets and communications for projects and unresolved client complaints
- Managed communications between 10 company departments and updated project management system
- Organized multiple weekly meetings and reinvented 3 company processes per ISO guidelines

#### ***Estimating/Customer Service Representative***

- Provided approximately 100 quote/ bid proposals per week and entered orders

**07/28/15 to 02/2016**                      **LogistiCare**                      **Southfield, MI**                      **(404) 888-5800**

#### ***Customer Service Representative***

- Booked approximately 250 Medical transportation rides per day for Medicaid members
- Managed client experience before, during, and after transportation completed

**01/19/15 to 07/24/15**                      **S&P Data**                      **Troy, MI**                      **(866) 507-5233**

#### ***Outbound Sales Representative***

- Contacted approximately 150 DirectTV customers to determine why they canceled service, retained them, and persuaded them to return to DirectTV
- Entered orders and upsold additional services

**08/15/2011 to 08/30/2014**                      **Dialogue Direct: Great Call**                      **Troy, MI**                      **(800) 523-5867**

#### ***Customer Service Representative***

- Handled approximately 200 customer calls regarding billing, technical support, and cancellation – 25% retention rate
- Upsold value-added services such as voicemail, phone protection insurance, etc.
- Resolved new and ongoing customer complaints

### **Professional Skills and Leadership Experience**

- **Skills**
  - Mastered Microsoft 365, typing 65wpm, data entry, ERP, and CRM systems functions
  - Mastered conflict resolution, effective communication, forecasts, retention and sales, process of payments, record organization, deadlines, and subcontract negotiations
- **Leadership**
  - Managed large groups and orders, developed company forms and processes, facilitated public speeches, trained, tutored, and mentored new employees, participated in workplace culture building, and led company meetings.