

AMANDA SMITH

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875 Fairmoore Ct.

Suwanee, GA 30024

PROFILE

By nature a personable and dedicated Customer Service Representative with extensive experience in customer care. Solid team player with an upbeat, positive attitude and proven skill in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses. Looking to provide support to customers, ensuring customer satisfaction while enhancing the overall customer service experience to generate profit for the company.

EXPERIENCE

Client Service Assistant, Genesee; Alpharetta, GA — 2019-2021

- Supported two Underwriters for primarily 10 agents.
- Handled accounts up to \$100k in premium.
- Lines of coverage including GL, Property/flood & Wind, and Excess.
- Serviced areas including hotels/motels, apartment complexes, and retail.
- Supported and assigned brokers/underwriters.
- Logged in new business submissions daily.
- Documented files in a timely manner in management system.
- Reported claims to carriers in a timely manner.
- Processed DNOC's and Reinstatements.
- Quoted new business and accounts which needed to be marketed.
- Attended meetings with carrier underwriters.

Senior Sales Counselor, LA Fitness; Peachtree Corners, GA — Mar 2019-May 2019

- Responsible for the oversight and management of new employees.
- Scheduled consultation meetings with interested leads.
- Pitched custom proposals to interested clientele.
- Closed new deals surrounding membership options and upgrades.
- Assisted members and created customer relationships with potential new clients and current clients.

Real Estate Facilities Coordinator, Real Estate Facilities Coordinator; Atlanta, GA — Mar 2017- Oct 2017

- Quickly and accurately coordinated various stages of maintenance issues of over 1,000 pay day loan facilities.
- Established and maintained relationships with property management/ regional managers to ensure stores are maximizing sales and revenue.
- Oversaw execution, pricing and placement of approved store repairs daily.
- Creating and updated status reports, developing timelines on when repairs would be accomplished.
- Maintained project timing and budgets with all relevant store restorations.
- Tracked progression of completed work orders while tracking high volume repairs daily.

Intern, FGTV; Atlanta, GA — Aug 2015-Dec 2016

- Planned and wrote compelling new stories for a variety of digital platforms.
- Developed positive connections with the community to write news stories for weekly newscasts.
- Prepared scripts and news content for FGTV and other networks.
- Wrote PSA's and broadcasted international news; administrator over the events committee and fundraising.
- Responsible for coordinating the preparation of news releases and public announcements for Fulton County.

EDUCATION

Georgia State University, Atlanta, GA — B.A. Journalism, 2016

SKILLS

- Attention to detail and organizational skills.
 - Ability to work well in a team and handle high-pressure situations.
 - Client Sales, Sales Closing, Sales Cycle Analytics.
 - Superb Customer Support and Customer Satisfaction skills.
 - Customer Service and Customer Retention.
 - Goal and Profit Motivation.
 - Excellent communication and interpersonal skills.
 - Team Collaboration.
 - Task-Oriented, Solutions-Oriented, and Metrics Driven.
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