

JOHN MOBIE

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CUSTOMER SERVICE MANAGER

Exceeded sales goals by 15-18% for last 5 years – Earned Directors' Exemplary Service Award

Results-oriented, customer-driven, customer service professional with 15 years of experience managing and delivering top-quality customer service in fast-paced, high-volume business operations. Highly motivated, versatile, quality oriented leader recognized for exceeding customer service goals by utilizing solid communication, interpersonal, and team-building skills. Hands-on sales/service approach ensures immediate response to ever-changing customers' needs.

Implemented order entry program to streamline entry process and reduce customers' orders time

Core Strengths

- ✓ Customer Communication and Relations
- ✓ Problem Recognition and Resolution
- ✓ Trouble-Shooting and Problem-solving
- ✓ Deadline Responsive and Time Sensitive
- ✓ Multi-tasking and Organizational Skills
- ✓ Team Leader and Team Player

Computer Skills: PeopleSoft, Microsoft Office (Word, Excel)

PROFESSIONAL EXPERIENCE

DOOR FACTORY DULUTH, GEORGIA 1983 TO PRESENT

SHOWROOM MANAGER / SALES REPRESENTATIVE (2006 – PRESENT)

Manage showroom of standing displays of numerous doors and windows, assisting consumers, wholesalers, and contractors in matching consumers' needs with existing products, including commercial and residential builders.

- ✓ Sell direct to builders, contractors, and consumers.
- ✓ Coordinate sales meeting and training seminars for outside sales force.
- ✓ Set up service jobs and resolve warranty problems.

CUSTOMER SERVICE SUPERVISOR (2000 – 2006)

Personally supervised 20 employees in Customer Service Department.

- ✓ Trained new customer service employees in policies and procedures.
- ✓ Set up new customer and new sales representative accounts.
- ✓ Maintained and managed all customer accounts.

CUSTOMER SERVICE ACCOUNT EXECUTIVE (1993 – 2000)

- ✓ Responded to weekly average of 150+ customer calls.
- ✓ Accurately scheduled and prioritized customers' orders to meet all specific delivery terms.
- ✓ Managed order expedition process to deliver customers' materials within 24 to 72 hours, including verification of materials shipped and received, and method of delivery.

TRANSPORTATION ASSOCIATE (1989 – 1993)

- ✓ Provided telephone support for inbound and outbound freight.
- ✓ Routed customers' deliveries, matching most cost-effective method with customers' required delivery dates.

OFFICE ASSISTANT (1983 – 1989)

- ✓ Maintained daily, weekly, and monthly production reports, and completed numerous administrative duties.

EDUCATION

University of Georgia
Bachelor of Arts
Management