

MARILYN SCHAEFER

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PROFILE

CUSTOMER SERVICE PROFESSIONAL

- More than 7 years successful experience in Customer Service with recognized strengths in account maintenance, problem-solving, sales staff support, and implementing procedures and systems.
- Possess solid computer skills. Excellent working knowledge of both IBM and Mac systems; Lotus 1-2-3, Excel, WordPerfect, MS Word, and CT DataTrac.
- Ability to train, motivate, and supervise customer service employees. A team player, acknowledged as *"Total Quality Customer Service Professional."*
- Develop, plan, conduct audits and variance analyses, process payroll, and payroll tax reports and filings, and maintain/update accurate inventories.

MAJOR ACHIEVEMENTS

- **Increased customer retention by 22%, from 70% to 92%**
- **Reactivated 9 key accounts (\$250K/year), utilizing persuasion/mediation skills**
- **Proactive planning led to notable increase in morale in all departments**
- **Created customer satisfaction survey, drastically reducing potential problems**

EMPLOYMENT

2001 – Present CELLULAR ONE, Reedsport, Connecticut
Customer Service Representative
Work with 28 sales professionals covering 2 states, responsible for over 3,900 individual and corporate accounts.

- Support sales reps in opening new accounts and upgrading existing service
- Quickly and effectively solve customer challenges
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service

1997 – 2000 ANDREW RAMADA, PUBLIC SPEAKER, Albany, New York
Client Support
Worked with nationally acclaimed trainer and public speaker booking programs. Job entailed cold-cannvassing, working with speaker bureaus, and following up on referrals and former clients.

- Instrumental in igniting revenues from \$50K in 1985 to \$890K in 1990
- Received Blue Ribbon Award from National Speakers Bureau for excellent work
- Helped position Ramada to land VP position with the Pitzer Seminar Group

EDUCATION

1985 SOUTHERN NEW ENGLAND COMMUNITY COLLEGE, Newport, Rhode Island
Associate of Arts: Communications & Public Relations

AWARDS

Employee of the Year, Cellular One, 2005
Blue Ribbon Award from National Speakers Bureau, 1989

REFERENCES AVAILABLE ON REQUEST