**Amos G. Rich**

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**Career Objective:**

To work as a customer service analyst with a growing finance company and contribute in making the operations of the customer service department as the best section of the company.

**Summary of Skills:**

* Excellent knowledge of the working culture and procedures of finance companies
* Familiarity with the terminology of finance and related services
* Experienced in handling and improving the operation of customer service department
* Ability to meet and interview customers and implement appropriate suggestions from them
* Excellent communication, interpersonal, and listening skills
* Ability to maintain records of customers and solve multiple problems at one go

**Work Experience:**

Customer Service Analyst

Galore Finance, Pennsauken, NJ

August 2013 - Present

* Handling customers request for finance and management reporting
* Planning and implementing process improvement strategies for the customer service department
* Identifying the core aspects of providing and maintaining outstanding customer service
* Analyzing conflicting demands from customers and using diplomatic judgment in rejecting them
* Assigning and ensuring the assigned jobs are completed in time
* Solving escalated problems and maintaining customer relationships

Customer Service Analyst

Magnum Finance, Pennsauken, NJ

February 2012 - July 2013

* Coordinated client meetings and handled documentation tasks
* Prepared and delivered reports, proposals, and presentations to clients
* Coordinated with vendors for office supplies
* Performed data entry and CRM database maintenance
* Provided training to the staff on selling new finance products
* Assisted the sales team in growing numbers of customers

**Education:**

* Bachelor's Degree in Finance  
  Loyal University, Pennsauken, NJ  
  2011

**Reference:**

On request.