

Janiyah Spielvogel

Client Services Manager

Profile

Dedicated Client Services Manager with 2 years of experience in building strong client relationships, managing service delivery, and optimizing customer satisfaction. Adept at identifying client needs, implementing effective solutions, and collaborating with cross-functional teams to drive business growth. Proven track record in streamlining processes, enhancing client retention, and delivering exceptional support for diverse industries.

Employment History

Client Services Manager at Hawaii Pacific Health, HI

Feb 2023 - Present

- Successfully increased client satisfaction rate by 35% over a one-year period through the implementation of targeted service improvement initiatives and regular follow-up with clients to address concerns.
- Streamlined internal processes for a 25% reduction in response time to client inquiries, leading to more efficient communication and improved client relationships.
- Developed and implemented a comprehensive training program for new hires, resulting in a 40% decrease in onboarding time and a 20% increase in overall team performance.
- Played a key role in securing three major contracts worth a combined total of \$5 million, contributing significantly to the company's overall growth and success in the Hawaii market.

Associate Client Services Manager at Bank of Hawaii, HI

Aug 2021 - Dec 2022

- Successfully managed a portfolio of over 50 high-value clients, resulting in a 20% increase in annual revenue for the bank.
- Streamlined client onboarding processes, reducing the average time taken by 30% and improving overall client satisfaction rates by 15%.
- Implemented new customer relationship management (CRM) strategies that led to a 25% increase in client retention and a 10% growth in cross-selling opportunities.

Certificates

Certified Client Service Specialist (CCSS)

Sep 2021

Certified Customer Experience Professional (CCEP)

Nov 2019

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📍 123 Aloha Street, Honolulu, HI 96815

Education

Bachelor of Business Administration in Client Services Management at University of Hawaii at Manoa, HI

Aug 2016 - May 2021

Relevant Coursework: Client Relationship Management, Business Communication, Marketing and Sales Strategies, Financial Management, Project Management, Operations Management, Business Analytics, and Organizational Behavior.

Links

[linkedin.com/in/janiyahspielvogel](https://www.linkedin.com/in/janiyahspielvogel)

Skills

Salesforce

Zendesk

HubSpot

Asana

Slack

Trello

Microsoft Teams

Languages

English

Russian