

MARLETTA RADLINGER

Service Consultant

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(196) 994-7451

123 Oak Street, Portland, OR 97212



PROFILE

Dedicated Service Consultant with a year of experience in providing exceptional customer service and support. Skilled in analyzing client needs, resolving issues, and delivering tailored solutions. Adept at building and maintaining strong relationships with clients and team members, while contributing to an efficient and productive work environment.

LINKS

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

SKILLS

Salesforce proficiency

Zendesk expertise

SQL knowledge

Tableau mastery

Python programming

HubSpot experience

Jira competency

LANGUAGES

English

French

HOBBIES

Photography

Gardening

Playing musical instruments

EMPLOYMENT HISTORY

Service Consultant at Oregon Business Consultants, OR

Apr 2023 - Present

- Successfully increased client retention rate by 35% within a year by streamlining communication processes and providing tailored solutions to meet individual business needs at Oregon Business Consultants.
- Implemented a new customer relationship management (CRM) system that improved efficiency, leading to a 25% reduction in response time to client inquiries and requests at Oregon Business Consultants.
- Conducted comprehensive market research for over 50 clients, resulting in the identification of new growth opportunities and contributing to an average revenue increase of 20% for those clients at Oregon Business Consultants.

Associate Service Consultant at Pivotal Business Solutions, OR

Jul 2022 - Feb 2023

- Implemented a new customer service strategy that resulted in a 25% increase in client satisfaction ratings within the first six months, contributing to improved retention and revenue growth.
- Streamlined internal communication processes between departments, reducing response times for customer inquiries by 35% and increasing overall efficiency in handling customer concerns.
- Identified opportunities for upselling and cross-selling, leading to a 15% increase in sales of additional services to existing clients, boosting overall company profits.
- Developed and delivered comprehensive training materials for new hires, reducing onboarding time by 50%, and improving employee performance and confidence in their roles.

EDUCATION

Bachelor of Business Administration in Customer Service Management at Oregon State University, Corvallis, OR

Sep 2017 - May 2022

Relevant Coursework: Customer Service Strategy, Consumer Behavior, Business Communications, Operations Management, Marketing Principles, Human Resources Management, Organizational Behavior, Service Quality Management, and Conflict Resolution.

CERTIFICATES

Certified Customer Service Professional (CCSP)

Nov 2021