

EMILIE MEMORIAL

Client Services Manager
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PROFESSIONAL SUMMARY

Results-driven Client Services Manager with 18+ years of experience in customer service, account management, and client relationship management. Skilled in handling customer concerns, improving service operations, and developing strategies that enhance customer satisfaction and business performance.

CORE SKILLS

- Customer Service & Support
- Client Relationship Management
- Account Management
- Data Analysis & Reporting
- CRM & Salesforce
- Microsoft Office Suite
- Social Media Management
- Problem Solving & Communication

PROFESSIONAL EXPERIENCE

Technical Support – Client Management

Navien UK | September 2024 – Present

- Handles customer inquiries through phone, email, and chat in a professional and timely manner.
- Assists clients with account concerns, billing issues, scheduling, and service requests.
- Provides product and service information to customers and resolves complaints efficiently.
- Coordinates with internal departments to ensure customer concerns are addressed promptly.
- Maintains accurate customer records and updates databases and reports.
- Experienced in handling escalations, follow-ups, and customer retention efforts.

Client Services Manager

Fusion Markets – Taguig City | September 2018 – March 2024

- Managed client relationships and ensured high levels of customer satisfaction.
- Conducted client onboarding, account assistance, and issue resolution.
- Prepared reports and analyzed customer data to improve operational efficiency.
- Collaborated with internal teams to ensure successful service delivery.

Social Media Global Manager

Learn to Trade Forex Philippines | January 2018 – September 2018

- Developed and implemented social media strategies.

- Created and managed content across multiple platforms.
- Monitored campaign performance and engagement metrics.

EDUCATION

Bachelor of Science in Fisheries

University of the Philippines Visayas | June 2004 – March 2008