

Makini Bruce

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Experienced customer support professional with a strong background in key account management. Skilled in building and maintaining relationships, resolving complex issues, and driving customer satisfaction. Seeking a customer support role in a key accounts environment where I can utilize my management skills to enhance client retention and organizational success.

Education:

Bachelor of Business Administration in psychology, keiser university, 2025

Experience:

Phoenix Systems :Alpharetta,GA

May2024 -Present

- Regularly communicate with clients to understand their needs, concerns, and feedback.
- Provide personalized attention and solutions to any issues or problems they may be experiencing with security services.
- Act as a liaison between the client and the company, ensuring effective communication and a high level of customer satisfaction.

Customer Retention Strategy

- Develop and implement retention strategies to ensure that clients remain satisfied and continue their contracts with the security company.

- Identify potential areas of service improvement or upgrades that may enhance customer satisfaction, such as updating equipment or offering new services.
- Ensure that customers are aware of any new or upgraded services that the company offers, encouraging them to expand their engagement.

Problem Resolution:

- Handle complaints or issues escalated by clients, ensuring they are resolved promptly and effectively.
- Work with internal teams (e.g., security personnel, monitoring center) to resolve issues related to service quality or security concerns.
- Ensure that clients feel heard, understood, and valued during the resolution process.

Contract Management and Renewals:

- Monitor contract expiration dates and proactively reach out to clients before they expire to discuss renewal options.
- Negotiate contract terms, pricing, and other aspects of the service agreement to encourage renewals and prevent cancellations.
- Offer tailored solutions to address the unique needs of clients, which can include scaling services or adjusting pricing.

Customer Feedback and Reporting:

- Gather customer feedback through surveys, calls, or meetings to identify areas for improvement.
- Report on customer retention metrics, tracking any trends in customer satisfaction or potential losses.
- Use customer feedback to provide input to the company's leadership and service teams for improvements.

Collaboration with Sales and Operations Teams:

- Work closely with sales teams to transition new clients to long-term accounts by ensuring they are satisfied with the services from the start.
- Collaborate with operations teams to ensure that service quality is maintained, and client expectations are met.

Customer Education and Support:

- Provide clients with necessary training or resources to maximize the effectiveness of the security systems they use.
- Ensure clients are fully aware of the features, functions, and benefits of the security services they have subscribed to.

Skills and Qualifications:

- Strong communication and interpersonal skills to engage with clients effectively.
- Problem-solving ability to quickly address client concerns.
- Customer service orientation with a focus on client satisfaction.
- Experience in sales, account management, or customer retention is beneficial.
- Knowledge of the security industry, including different security technologies and services.
- Ability to work in a fast-paced environment and manage multiple clients.

Role Mission

- **Customer Loyalty:** Ensure clients renew contracts and continue to do business with the company.
- **Service Optimization:** Help identify ways to enhance service offerings, which can lead to upselling or cross-selling opportunities.
- **Minimized Attrition:** Reduce customer churn by identifying at-risk accounts and providing solutions to retain them.

Key Accounts Customer Support Manager
Luxottica USA, port washington, NY

january, 2020 - Dec 2023

- Managed a portfolio of key accounts, serving as the primary point of contact for customer inquiries, escalations, and account management.
- Developed and implemented strategies to enhance customer satisfaction, retention, and loyalty, resulting in increased revenue and business growth.
- Led a team of customer support representatives, providing training, coaching, and guidance to ensure high-quality service delivery and adherence to performance metrics.
- Collaborated with cross-functional teams, including sales, marketing, and product development, to address customer needs and drive continuous improvement.
- Analyzed customer feedback and market trends to identify opportunities for service enhancements and process optimization.

Humana ,New york

Customer Service-Grievances & Appeals Representative(Remote)

Seasonal 2020-2021

Assists members and providers to investigate and resolve grievances and appeals. Decisions are typically focused on methods, tactics and processes for completing administrative tasks/projects. Regularly exercises discretion and judgment in prioritizing requests and interpreting and adapting procedures, processes and techniques, and works under limited guidance due to previous experience/breadth and depth of knowledge of administrative processes and organizational knowledge.

Senior Customer Support Representative
Corporate coffee systems, garden city , NY

March, 2017 - Dec, 2020

- Provided advanced customer support to key accounts, resolving complex inquiries, and ensuring prompt and effective issue resolution.
- Acted as a liaison between customers and internal departments to coordinate service delivery, manage expectations, and facilitate problem-solving.
- Developed and maintained strong relationships with key stakeholders, including senior executives and decision-makers, to foster trust and loyalty.
- Implemented customer satisfaction surveys and feedback mechanisms to gather insights and drive improvements in service quality and customer experience.

Skills:

- Key account management
- Customer relationship management
- Team leadership and supervision
- Problem-solving and conflict resolution
- Excellent communication and interpersonal skills
- Proficient in CRM systems and Microsoft Office Suite
- Cloud computing
- Cybersecurity
- data analytics or software development

- excellent communication skills both verbal and written including the ability to communicate complex technical concepts to non-technical stakeholders.
- GDPR, HIPAA, or PCI DSS ensures compliance within IT operations.
- ability to lead teams effectively, delegate tasks, and foster a collaborative work environment.

References:

Available upon request.