

ASHLEY DOYLE

Account Executive

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📍 Denver, CO

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WORK EXPERIENCE

Account Manager

Foursquare

📅 2018 - current

📍 Denver, CO

- Represented and served clients to earn and maintain a 98%-satisfaction rate by fostering old and new relationships, partnering with businesses such as Airbnb and Samsung
- Handled complaints and concerns within 1-2 business days by collaborating with internal departments to develop solutions to meet clients' goals while upholding Foursquare's policies
- Analyzed data and reports to recommend add-ons or adjustments of services and products for customers based on goals, budgets, and business requirements
- Called clients to discuss goals and strategies, created presentations to inform clients of products and solutions, and tracked all client interactions, requests, and fulfillments
- Worked closely with account executive to generate 42% of new leads through referrals

Call Center Representative

AppleOne

📅 2012 - 2018

📍 Denver, CO

- Answered incoming calls, and resolved customer issues within 5 minutes on average
- Documented customers' complaints and questions, and drafted FAQ and responses for colleagues, which reduced call waiting time by 3 minutes
- Fielded and directed calls to appropriate departments, responded to email and chat inquiries, and collaborated with colleagues to find solutions to unusual or complex problems
- Developed extensive knowledge of Microsoft Office and working knowledge of insurance benefits and company products to provide exceptional customer service

Retail Associate

PUMA

📅 2009 - 2012

📍 Denver, CO

- Outsold fellow associates by 5% or more each month through active engagement with customers and demonstration of product knowledge
- Educated customers regarding appropriate footwear and accessories depending on fitness and lifestyle needs
- Welcomed more than 60 customers each shift into store, alerted them to discounts and promotions, and retrieved shoes for fitting
- Designed shoe and accessory displays, changing window displays each afternoon and floor displays 2-3 times per week

CAREER OBJECTIVE

Persuasive and sales-minded team player with a background in customer service and 3 years of experience maintaining positive relationships with clients. Confident in ability to generate new interest, serving as the initial point of contact for prospective leads and converting them into long-term, satisfied clients.

EDUCATION

High school diploma

Byers High School

📅 2005 - 2009

📍 Denver, CO

SKILLS

Diligent

Analytical

Problem Solving

Microsoft Excel

Collaboration

People-oriented