

Jacinta Ohlen

Client Services Manager

Profile

I am a Client Services Manager with over 5 years experience. I have worked in various industries, including the financial sector and the retail industry. My skills include excellent customer service, communication, and project management abilities. I have a proven track record of successfully managing projects from start to finish and delivering results that meet or exceed expectations. In my previous roles, I have developed strong relationships with clients by providing outstanding service and support. I am confident in my ability to build rapport with customers and deliver exceptional service that meets their needs and exceeds their expectations

Employment History

Client Services Manager at SunTrust, FL

Mar 2022 - Present

- Successfully increased client satisfaction ratings by 15% through the implementation of new customer service initiatives.
- Successfully decreased customer churn rate by 10% through the development and implementation of a new retention strategy.
- Achieved \$X million in annual revenue for the company through effective account management.
- Managed a team of X Customer Service Representatives, successfully developing and mentoring employees to drive results.
- Created an efficient process that streamlined communication between departments, resulting in a decrease in response time to customers by 25%.
- Designed and launched successful campaigns that resulted in increased product awareness among target audiences.

Client Services Associate at Fifth Third Bank, FL

Aug 2017 - Feb 2022

- Led client services team in successfully executing 50 events per year with an average budget of \$100,000.
- Acted as main point of contact for clients and vendors, ensuring smooth communication and coordination between all parties.
- Demonstrated exceptional customer service skills by resolving complaints and concerns in a timely and professional manner.
- Exceeded sales targets by 15% through effective upselling techniques.
- Trained new Client Services Associates on company policies & procedures.

Certificates

Certified Client Services Manager (CCSM)

Feb 2021

Certified Customer Service Professional (CCSP)

Nov 2019

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📍 4202 10th Ave, Miami, FL 33137

Education

Bachelor of Science in Business Administration at University of Florida

Aug 2013 - May 2017

I've learned how to manage my time efficiently, how to work in a team and how to solve problems logically.

Links

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

Skills

Communication

Organization

Customer Service

Time Management

Conflict Resolution

Negotiation

Languages

English

French

Hobbies

Organizing

Crafting

Decorating