

Damian Mccrea

Client Services
Manager

Details

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Profile

I have over 5 years of experience in client services and account management. In my previous roles, I was responsible for managing a team of account managers who oversaw the day-to-day operations for our clients. I have a proven track record of successfully developing relationships with clients and ensuring that their needs are met. I am an excellent communicator and have a keen eye for detail, which allows me to effectively manage projects from start to finish. My goal is always to deliver exceptional service that exceeds expectations, and I am confident that I can do this in any client services role.

Employment History

Client Services Manager at Blue Cross Blue Shield of North Dakota, ND

Jun 2022 - Present

- Negotiated and created contracts with new clients, which resulted in a 15% increase in clientele.
- Led team of customer service representatives that successfully resolved complaints for 98% of customers.
- Trained and developed 2 new customer service managers, who are now leading successful teams themselves.
- Implemented new software system that streamlined communication between departments and saved the company \$5,000 per month.
- Wrote manual on best practices for handling difficult customer situations that is still used by the company today.

Client Services Associate at Sanford Health, ND

Sep 2017 - Apr 2022

- Supported up to 50 clients daily via phone and email, average handle time was 10 minutes.
- Demonstrated expert knowledge of company's products and services to resolve customer inquiries.
- Utilized Salesforce CRM system to track client interactions and maintain accurate records.
- Consistently achieved monthly sales quotas by successfully selling additional products/services to customers.
- Recognized by management for providing superior customer service on a regular basis.

Education

Bachelor of Science in Business Administration at University of North Dakota

Aug 2013 - May 2017

I have learned excellent communication, teamwork, and leadership skills while studying Bachelor of Science in Business Administration.