

Tiffany Jones

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Client Relationships Management | Customer Services | Client Services

Dedicated and enthusiastic professional with over 5 years of experience in high-volume phone customer service and retail environments. Proven ability to resolve customer complaints, build strong client relationships, and exceed sales goals. Adept at managing customer interactions with a focus on enhancing customer satisfaction and loyalty.

CORE COMPETENCIES

Customer Relationship Management • High-Volume Phone Customer Service • Client needs assessment • Sales and Product Upsell • Client Relationship building
Team Recruitment and Training • Inventory Management • Styling and Fashion Consulting
• Loyalty and Program Promotion • Account Management
• Interpersonal and communication Skills • Adaptability and Problem Solving • Leadership and Staff Supervision • Consultative Sales and Negotiations
• Customer Retention • Store Operations management • Visual Merchandising

PROFESSIONAL EXPERIENCE

Notary DFW

Irving, TX

Nov 2020 – Current

Notary DFW provides a range of notary services tailored to the needs of both the legal community and the general public in the Dallas-Fort Worth Metroplex. Their offerings include mobile notary services, hot-shot deliveries, court filings, document retrievals, and deposition attendance. Additionally, they provide signing agent services for real estate transactions, a sector that has seen significant growth in North Texas

Account Management Specialist

Maintained and enhanced client relationships, ensuring the delivery of high-quality services and driving client satisfaction and retention through strategic planning and effective communication. This role involves managing client portfolios, resolving issues, and optimizing service offerings to exceed client expectations.

- **Managed a portfolio of high-profile clients** generating over \$250,000 annually in service usage, ensuring consistent growth and retention through exceptional customer service and personalized account management.
- **Conducted regular client meetings** to review service performance, gather feedback, and identify opportunities for upselling additional services. This resulted in a 15% increase in upsell success rates and enhanced client satisfaction.
- **Collaborated with operations teams** to ensure the timely and accurate delivery of services, maintaining a 98% on-time delivery rate and resolving any service issues promptly to uphold client trust.
- **Analyzed client data** to identify trends, patterns, and opportunities for service improvement and sales growth. Implemented data-driven strategies that boosted overall service efficiency by 20%.
- **Maintained accurate records** of client interactions and transactions, ensuring data integrity and compliance with company policies. This meticulous record-keeping facilitated seamless client audits and reporting.
- **Assisted in the development and execution of marketing campaigns**, contributing to a 25% increase in lead generation and client engagement through targeted promotional strategies.
- **Handled inbound customer service calls** from clients, providing solutions to their inquiries and issues, which maximized client satisfaction and retention, achieving a customer satisfaction score of 95%.

BCBG

Dallas, TX

July 2017 – Sep 2019

A global fashion house known for its high-end women's ready-to-wear and accessories. The brand is renowned for its sophisticated and contemporary designs, which have garnered a loyal international following and significant acclaim in the fashion industry.

Stylist/Assistant Manager

Delivered exceptional customer service by providing personalized styling advice and staying updated on fashion trends, ultimately enhancing customer satisfaction and driving sales. In addition, responsible for managing store operations, supervising staff, and ensuring the financial accuracy and security of daily transactions

- **Personalized Styling Assistance:** Offered expert advice on fashion trends and styles, influencing purchasing decisions and contributing to a 15% increase in sales of featured collections.
- **Maintained Trend Awareness:** Stayed updated with the latest fashion trends and product knowledge, ensuring that clients received the best styling advice and up-to-date recommendations.
- **Managed Store Operations:** Responsible for opening and closing the store, which included cash handling, daily sales reconciliation, and ensuring store security protocols were followed, maintaining a 100% accuracy rate in financial transactions.
- **Supervised and Trained Associates:** Led a team of associates, providing training and guidance on customer service best practices, product knowledge, and sales techniques, which resulted in a 10% increase in team productivity.
- **Created Visual Merchandising Displays:** Designed and arranged merchandise displays to enhance product visibility and appeal, leading to a 12% increase in foot traffic and in-store engagement.
- **Implemented Inventory Management:** Conducted regular inventory checks and coordinated with the stock team to ensure product availability, reducing stock discrepancies by 8%.
- **Resolved Customer Complaints:** Addressed and resolved customer issues promptly and professionally, maintaining a high level of customer satisfaction and loyalty.
- **Achieved Sales Targets:** Consistently met and exceeded monthly sales targets, contributing to the store's overall financial performance and earning recognition as the top seller for 8 consecutive months.
- **Facilitated Loyalty Program Enrollment:** Promoted and assisted customers in signing up for loyalty programs, resulting in a 25% increase in membership enrollments.

EDUCATION

University of Texas at Arlington

- Major: Marketing (Currently Pursuing)

CERTIFICATIONS

- Coursera - Leadership and Management Certification
- Coursera – Certified Sales Professional