

# Josephine Simpson

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## SUMMARY

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Dedicated client service professional with over five years in B2B environments with a focus on enhancing operational efficiency. Proficient in fostering relationships to understand and address client needs effectively. Expertise in reviewing legal documents and managing inquiries, excelling in data entry and document retrieval while maintaining high customer service standards. Passionate about continuous improvement through process enhancements that drive client satisfaction and operational success. Demonstrated ability to work collaboratively in team settings and triage workloads to meet deadlines without compromising quality.

## EXPERIENCE

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### Client Services Representative

January 2022 - Present

NextGen Solutions

Chicago, IL

Manage diverse client portfolios, prioritizing requests and ensuring compliance through detailed reviews and analyses of documentation.

- Collaborate with clients to deliver customized service solutions that enhance operational effectiveness.
- Conduct detailed reviews and analyses of client documentation to ensure compliance and accuracy.
- Manage a diverse portfolio of clients, prioritizing their requests and maintaining effective communication.
- Utilize MS Office tools to streamline data entry and improve workflow efficiency.

### Client Support Specialist

June 2018 - December 2021

Dynamic Enterprises

Peoria, IL

Provided exceptional support for B2B clients while establishing strong relationships focused on tailored service delivery.

- Addressed inquiries promptly, maintaining a high standard of customer satisfaction throughout processes.
- Developed strong client relationships through proactive follow-ups and tailored service recommendations.
- Assisted in the development of process improvements aimed at increasing service delivery speed significantly.
- Managed documentation and ensured compliance, which enhanced client experiences considerably.

### Administrative Assistant

August 2016 - May 2018

Tech Innovations

Champaign, IL

Supported daily operations by maintaining streamlined administrative workflows critical for team performance.

- Conducted data entry and managed document organization to support departmental efficiency.
- Maintained organized filing systems, facilitating electronic document retrieval for team members.
- Engaged in outreach efforts to gather feedback from clients, informing better service provision strategies.
- Executed daily administrative tasks contributing to the overall functional excellence of the office.

## LEADERSHIP & AWARDS

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- Certified Customer Service Professional (CCSP), 2020
- Received Employee of the Month Award at Dynamic Enterprises, November 2021

## EDUCATION

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### Bachelor's Degree in Business Administration

2016

University of Illinois GPA: 3.5

Champaign, IL

**Coursework:** Business Processes, Client Management, Marketing Principles, Strategic Decision Making

## CERTIFICATIONS

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- Certified Customer Service Professional (CCSP) 📅 2020
- Microsoft Office Specialist 📅 2021

## TECHNICAL SKILLS

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- **Customer Relationship Management:** Salesforce, HubSpot, Zoho CRM
- **Project Management Tools:** Asana, Trello, Microsoft Projects
- **Communication Tools:** Slack, Zoom, Microsoft Teams

- **Office Software:** Microsoft Word, Excel, PowerPoint
- **Data Analysis Tools:** Tableau, Google Analytics, Jupyter
- **Document Management Systems:** DocuSign, Adobe Acrobat, DropBox
- **Quality Assurance Practices:** Kaizen, Six Sigma, Agile
- **Performance Monitoring:** KPIs, Dashboards, Scorecards
- **Virtual Collaboration:** Miro, Monday.com, Airtable
- **Task Automation Tools:** Zapier, IFTTT, ActiveCampaign

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## SKILLS

- Customer Service
- Data Entry
- Document Management
- Client Relations
- Research Skills
- Problem Solving
- Time Management
- MS Office Suite
- Communications
- Workflow Optimization
- Confidentiality
- Collaboration
- Adaptability
- Feedback Solicitation
- Compliance Review

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## PROFESSIONAL AFFILIATIONS

- Member of the National Customer Service Association since 2019
- Active participant in local business networking groups in Springfield

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## LANGUAGES

- English (Native)
- Spanish (Proficient)

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## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

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## REFERENCES

AVAILABLE ON REQUEST