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## **CLIENT SERVICE PROFESSIONAL**

Highly motivated, solutions-focused professional with extensive experience in all facets of customer service management across diverse industries. Create positive internal and external working relationships at all levels.

- Accomplished team player providing customer support in busy sales environments for a variety of industries including medical devices and telecommunications.
- A commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic - relationship building skills – listen attentively, solve problems creatively and use tact and diplomacy to find common ground and achieve positive outcomes.

▪Results Oriented Work Ethic

▪Process and Productivity Improvement

▪Effective Communication

▪Consistent Professional Demeanor

▪Personal Integrity

▪Strong Computer Proficiency

## **PROFESSIONAL EXPERIENCE**

### **Key Services, Winston Salem, NC – Hospitality Point of Sale Equipment 2010-2011** **Customer Service Representative, Winston Salem, NC**

Primary contact for managed Key Accounts/ Sales Representatives with superior quality service.

- Developed relationships with key customer contacts for accurate communications.
- Gained knowledge of assigned customer requirements including new product set up, labeling, reporting and follow up.
- Ensured compliance and highest level of customer satisfaction.
- Processed and analyzed open orders for timely shipment.

### **Clearwire, Greensboro, NC - Wireless High Speed Internet**

**2005-2009**

#### **Market Support Representative, Triad, NC**

Managed, gathered, processed and distributed information to all facets of Market Sales office.

- Assessed and resolved incoming requests promptly and accurately. Provided quality service and support for equipment and coverage for the 16 person sales office.
- Sole point of contact and resource for customers, outside sales team and technical teams.
- Assisted in training of sales channels on operational processes and applications.
- Performed, managed and reconciled weekly inventory audits reducing inventories by 75%.

### **GTCC, Jamestown, NC – Work Force Education**

**2003- 2005**

#### **Program Assistant, Quick Jobs Program**

Coordinated services and supported the 20 Quick Jobs courses and community programs. Quick Jobs program addresses the needs of displaced workers and their desire to receive transitional training classes in less than 90 days and the demands of local businesses.

- Assisted potential students with information, registration and public awareness of Quick Jobs.
- Researched and communicated with businesses, partner organizations and instructors the value of the Quick Jobs.
- Recommended over 500 students to the Quick Jobs program based on individual response, desire, background and availability of class selection.

**Xspedius Communications, Greensboro, NC – Telecommunications      2000-2003**  
**Service Coordinator/Team Leader**

Coordinated telecommunications sales, with continuous support to 14 account executives and 1000+ customers. Trained sales department and 6 office personnel providing strategies to increase sales.

- Coordinated regional sales process, improving service delivery from 10 to 5 day delivery.
- Secured sales documents for accuracy, reduced calls or visits to customer.
- Finalized telephone and internet pricing, resulting in accurate accounting of bottom line.
- Developed strong customer relationships, obtained confidence, attention to detail and understanding individual customer needs.
- Developed and maintained daily and monthly reports for sales department.
- Established new employee training program, creating sales process awareness.
- Created and implemented training program for successful launch of new products.

**VF Corporation, Greensboro, NC – Lee Jeanswear      1997-2000**  
**Replenishment Specialist**

Responsibilities included data entry of customer established product model, maintenance and satisfying customer requests based on inventory.

- Analyzed and developed customer inventory profiles by style and size.
- Provided support for vendor managed inventory.
- Created, reviewed and maintained replenishment reports on a weekly basis.
- Worked directly with 4 regional account executives and 15 individual retail buyers.

**MEDTRONIC, Inc., East Rutherford, NJ – Cardiovascular      1987-1996**  
**Customer Service Specialist/Team Leader - Eastern Region**

Provided full range of customer service for a major Fortune 100 healthcare company. Included order receipt/entry, extensive customer and sales force contact regarding inventory, pricing and invoicing.

- Coordinated employee training and development of 8 specialists.
- Informed and motivated colleagues to achieve goals, resulting in teamwork, independence and department consistency. Department and individuals received regional awards.
- Supported and coordinated all new and established procedures.
- Reduced excess field inventory by 30%, resulting in increased profits.
- Implemented guidelines to control field inventory.
- Achieved annual inventory management goals and received associated bonus compensations.

## **EDUCATION**

Bachelor of Science, Ramapo College of New Jersey, Mahwah, NJ  
The Training Center, Greensboro, North Carolina - Microsoft Office Specialist Certificate

## **AWARDS**

- Medtronic Employee of the Quarter - 4 quarters
- Awarded for outstanding performance
- Medtronic Customer Focused Quality Award – 1<sup>st</sup> Annual
- Recognized for meeting customer needs
- Guilford Technical Community College -12 “Caught in the Act of Caring” awards
- Acknowledgement of exceptional attention toward students
- Clearwire nominated “Clearly the Best”
- Nominated by Local, Regional and National Peers