CUSTOMER CARE

# Franklin T King

Complete Job History Available at http://franklintking.yolasite.com/resumes



# Associate of Arts in Music Performance

Gainesville State College Gainesville, GA 30503 Class of 1990

### Bachelor of Arts in Communications Electronic Media Major

Moody Bible Institute Chicago, IL 60610 Class of 2013



# HOTEL HOUSE PERSON

Fairfield Inn & Suites, Wausau, WI (2014)

- Assisted in the maintenance of guest use areas, including setup and fulfilment of conferencing client needs, developed and implemented instructional, courtesy "help sheets" to expedite and simplify client use of integrated electronic and computer equipment

### **ALUMNI WEB ASSOCIATE**

Moody Bible Institute Alumni Association, Chicago, IL (June 2010 - June 2012)

 Developed and instituted processes and response templates for more effectively providing a more personal, interactive experience to alumni, while seeking to expedite the handling of their concerns and portal provisioning requests

## AUTOMOTIVE SALES REPRESENTATIVE

Rosemurgy Auto Mall, Wausau, WI *(October 2007 - February 2008)* Ballweg Auto Collection, Wausau, WI *(February 2008 - May 2008)* Koceurek Ford, Wausau, WI *(May - December 2008)* 

- Assisted customers in the selection and purchase of both new and pre-owned vehicles

#### **ELECTRONIC SALES REPRESENTATIVE & STORE MANAGER**

Radio Shack Corporation (1992 - 2007)

- Drove store profits by providing intentional, personal service to customers, asking questions to determine wants and needs, then acting to connect wants and needs to available products and/or services, while, as manager, sought to build and maintain a team focused on supporting store goals through excellent customer care



ENTHUSIASTIC and EFFECTIVE team player...unafraid to give or receive feedback ENERGETIC COMMUNICATOR...with the ability to motivate people and mobilize concepts ELASTIC...and able to adapt to a fast-paced environment ENCOURAGING...desiring to find the best way in which to serve others



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