

# **Lisa Eure**

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## **OBJECTIVE**

A role that will continue a history of success, driven by challenges & customer satisfaction. Emphasizing strong people skills, team building concepts, operation knowledge, and creative solutions to contribute to client and organizational growth.

## **QUALIFICATIONS SUMMARY**

Professional leadership experience in customer service, exceeding client and organization expectations. Creative leader able to motivate others through professional image, positive attitude, and excellence in communication. Proven ability in resolutions and ensuring optimal results provided to our clients.

Core qualifications include the following but are not limited to:

- Interpersonal / Effective Listening Skills
- Analytical/Problem Solving Skills
- Training and Development
- Team Motivation

## **SELECTED ACCOMPLISHMENTS**

### **Customer Service Lead**

- Managed a group of 20 customer service representatives. Successfully led CSR group from a single source customer service office to a National Call Center for the entire network.
- Implemented paperless documentation reporting of activities and results for customer service. Links included customer request, quoting, customer service, & manufacturing; improving communications & response time 100%.
- Managed sales pipeline of activities; included communication links of business to all sales executives, globally. Improved customer response time from 5 days to 24 hours.
- Responsible for training, procedures, and Personal Development Plan for new employees. Authorized resolutions in difficult or complex situations and pricing adjustments.

### **Senior Customer Service Representative**

- Developed & maintained healthy relationships with key customer accounts. Managed all the complex accounts to include a distributor (Eastern Metal Supply) with 4 locations that contributed to \$54 million in sales.
- Established pricing guidelines & contract negotiations for key accounts. Increased profit margins by 15% for targeted accounts.
- Effectively resolved any issues that arose with all accounts. Always yielded 100% customer satisfaction.
- Maintained healthy relationships with assigned accounts within Southern Region, USA. Area included 4 states & the high profile elite customers.

### **Training and Development**

- Trained & developed CSR's. Improved customer satisfaction from 70% to 95% by implementing first call resolutions, e-mails opened within 15 minutes, phone hold times went from 8-10 minutes to less than 2 minutes with primary contacts & back up contacts.

### **Quality System Solutions**

- Developed customer service & sales procedures that led a successful ISO 9000 registration effort. Resulted in a successful business plan that increased market share while increasing customer satisfaction and improving workflow.

## **PROFESSIONAL EXPERIENCE**

### **INDALEX ALUMINUM SOLUTIONS**

1995–2007

*Customer Service Lead*

*Senior Customer Service Representative*

### **ADVANCED REALTY 2000**

1993-1994

Administrative Assistant (Successful *Real Estate Agent*)

### **BEAULIEU OF AMERICA**

1986-1993

*Customer Service*

## **PROFESSIONAL TRAINING**

Zinger Miller Frontline Leadership Training, Telephone Prospecting Seminar, Self-Discipline and Emotional Control Seminar, First In Service Team Leader Training, Time Management Training, Team Developing, Leadership in the Work Place, Initiating Change in the Workplace, Acclivus Sales Training, Tools & Problem Solving, ISO9000

## **SPECIAL SKILLS**

Microsoft Office Suite, Microsoft Outlook, Lotus Notes, AS400 applications

## **EDUCATION**

Gainesville State College, Gainesville, GA 1976 - 1978