**[Customer Service Business Development](https://www.postjobfree.com/resume/adzken/customer-service-business-kingwood-tx)**

**Location:**Kingwood, TX

**Posted:**September 08, 2023

**Contact Info:**

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**Resume:**

DAVID GOOLSBY

SKILLS

• Talent development

• Client relations and retention

• Focused on customer satisfaction

• Product Knowledge

Proficient in Microsoft, Office Outlook

as well as Zoom and Virtual tools

•

• Sales and Account management

Remote work from home for three

years

•

• Strategic planning

• New Business Development

ADDITIONAL INFORMATION

My wife Nora and I volunteer through

our local church in Humble, Texas as

Orchestra/Band Director of 60 plus

music members.

I teach beginner band as well as

coordinate band repairs as needed.

Currently I have learned to play over a

dozen instruments as well as the piano.

We have been married 25 great years and

we love this ministry!

Helpful Customer Experience Agent passionate about delivering exceptional customer service to promote loyal business. Pleasant demeanor and excellent problem-solving skills. Dedicated to researching and identifying complete and lasting solutions to customer problems. Goal-oriented manager with distinguished experience in the Logistics industries and proven leadership abilities. Expert in increasing productivity and customer satisfaction while driving revenue and sales. Committed to streamlining procedures while optimizing employee talent. Goal-oriented manager with distinguished experience in the Logistics industries and proven leadership abilities. Expert in increasing productivity and customer satisfaction while driving revenue and sales. Committed to streamlining procedures while optimizing employee talent. Performance-oriented Sales Leader offering exceptional record of achievement over a twenty year career. Tenacious manager with strategic and analytical approach to solving problems, bringing in customers and accomplishing profit targets. Talented in identifying and capitalizing on emerging market trends and revenue opportunities.

WORK HISTORY

February 2022 - May 2023

Sales and Customer Support Manager KLEAR NOW, Houston, TX October 2000 - October 2020

Senior Customer Experience Partner Maersk Line North America Achieved sales goals and service targets with over 100 accounts of Third Party Logistics/Freight Brokerage and Freight Forwarding.

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Experience with selling white glove, Trade Shows as well as Hot Shot, LTL truckload deliveries

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Experience with ocean, air and truck container shipments Import and Export.

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• Solid Skill levels in utilizing CRM and Microsoft Office Suite. Resolved problems with high-profile customers to maintain relationships and increase return customer base

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Increased sales volume and expanded product line to new retailers, warehouse clubs and natural food chains

•

Supported customers with product implementation and usage and answered questions quickly and thoroughly.

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Accepted and processed payments, explained charges on customer bills and resolved complex billing issues.

•

Assisted field operations in maintaining consistent customer satisfaction with quality products and services.

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EDUCATION

High School Diploma

San Jacinto High, Houston, TX

Business degree classes at Lone Star College

CONTACT

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