

# ERIC M. AYE

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## — CUSTOMER SERVICE AND CLIENT RELATIONSHIP PROFESSIONAL —

*Energetic, accomplished customer service and relationship management professional with a six year record of achievement and demonstrated success enhancing client satisfaction and safety while simultaneously enhancing operational efficiencies seeking to leverage recent degree into a management role.*

Skillful in maximizing the impact of new product offerings, forming mutually beneficial partnerships, and executing comprehensive customer service initiatives. Demonstrated ability to learn and teach new concepts, easily adapt to change and manage multiple tasks. Proven manager who mentors team members and provides critical leadership to the corporation and executive team. Effective team builder and leader who understands the necessity to develop and train an effective staff.

### CORE COMPETENCIES

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|--------------------------|--------------------------|--------------------------|
| ◆ Customer Care Tracking | ◆ Training and Mentoring | ◆ Project Management     |
| ◆ Strategic Planning     | ◆ Safety & Security      | ◆ Customer Relationships |
| ◆ Customer Retention     | ◆ Team Building          | ◆ Troubleshooting        |
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## — PROFESSIONAL EXPERIENCE —

### EXELON, Morris, Illinois • 2007 – PRESENT

#### Security Officer

Screened visitors to ensure all access protocols were adhered to. Monitored building entrances and exits. Identified potential threats to sites and personnel. Contacted emergency responders; police, fire, and ambulance personnel when appropriate.

#### Highlights:

- Watched for and reported irregularities; security breaches, facility and safety hazards, and emergency situations.

### MENARDS, Peru, Illinois • 2007

#### Customer Service Associate

Liaised with customers to assist them with home improvement purchases. Gained knowledge of numerous products. Assisted with the unloading and loading of supply trucks and customer vehicles.

#### Highlights:

- Forged relationships with customers to instill a sense of brand loyalty and encourage repeat business.

## — EDUCATION —

### BACHELOR OF SCIENCE – BUSINESS MANAGEMENT

UNIVERSITY OF PHOENIX

2014

### ASSOCIATE OF ARTS – SPORTS MANAGEMENT

UNIVERSITY OF PHOENIX

2012

## — MILITARY EXPERIENCE —

### UNITED STATES MARINE CORPS (USMC)

#### Motor Transport Operator

OIF Ribbon Recipient

2002 to 2006