

Shreya Roberts

Client Retention Specialist

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Professional Summary

Results-driven Client Retention Specialist with 12 years of experience in cultivating and maintaining long-lasting relationships with clients. Proven track record of increasing client satisfaction and loyalty through personalized communication and exceptional service. Successfully reduced client churn rate by 20% through targeted retention strategies. Skilled in analyzing client feedback and implementing improvements to enhance overall client experience. Strong ability to identify opportunities for upselling and cross-selling, resulting in a 15% increase in revenue.

Work Experience

Senior Client Retention Specialist
Acme Corporation

Jan 2009 - Dec 2016

- Managed a portfolio of high-value clients, ensuring their satisfaction and retention
- Developed and implemented strategies to reduce client churn rate by 15%
- Collaborated with sales and marketing teams to create targeted retention campaigns
- Analyzed client feedback and data to identify trends and improve retention tactics
- Achieved a 20% increase in client retention rates over a 3-year period

Client Retention Specialist
Tech Solutions LLC

Feb 2017 - Present

- Responsible for managing a diverse client base and ensuring their satisfaction with our products and services
- Implemented a new client feedback system that increased response rates by 25%
- Collaborated with cross-functional teams to address client concerns and improve overall experience
- Developed and delivered client training programs to increase product adoption and retention
- Achieved a 10% increase in client retention rates within the first year of employment

Education

Masters in Business Administration
Harvard Business School

Sep 2008 - May 2010

Completed a rigorous program focusing on advanced business strategies and management techniques.

Bachelors in Business Administration
Stanford University

Sep 2004 - May 2008

Studied fundamental business principles and gained a solid foundation in various business disciplines.

Skills

Communication

Customer service

Time management

Relationship building

Sales techniques

Retention strategies

Problem-solving

Negotiation

Data analysis

Conflict resolution

Client feedback

Team collaboration

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Ying-Ying Zheng



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