

Julia C. Roberts

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CUSTOMER SERVICE MANAGER

Building trust, strengthening loyalty, and improving the bottom line through attentive and knowledgeable client, portfolio, and channel management

Driven, authentic professional with a history of developing and leveraging relationships to take organizations to the next level. Unique ability to provide big-picture vision—guiding strategy at 35,000 feet—while managing programs, events, and partnerships. Recognized for integrity and razor-sharp focus on service excellence. Diverse career consists of 15+ years in relationship-centric roles, with 8 years of registry experience.

Qualifications Profile

- ▶ **Relationship & Trust Building:** Listen thoughtfully, cultivate relationships, and present solutions with honesty and enthusiasm. High level of emotional intelligence; able to connect with people from the CEO to front-line staff.
- ▶ **Crossing Industry and Cultural Boundaries:** Lived and traveled extensively throughout Europe, Africa, and the U.S. Diverse career includes online registry (technology), manufacturing, and communications.
- ▶ **Performance & Productivity Improvement:** Skilled in managing administrative functions to streamline processes, eliminate inefficiencies, and meet client/partner needs in fast-moving environments.

Client & Partner Relations

Customer & Account Success

Account Management

Event Coordination

Administration & Reporting

Professional Experience

Dot Com – National registry for the .COM internet domains

Director of Board Relations | Relationship Management • 6/2009 to 12/2017

Initiated, developed, and managed relationships with international boards and advisory councils—establishing rapport and cultivating alliances. Identified partner opportunities and pinpointed strategies for growth. Collaborated with sales, marketing, and product teams to roll out customized programs for partner organizations. Orchestrated high-profile meetings and events. *Earned two CEO spot bonuses for performing "above and beyond" expectations.*

Relationship Development and Management

- Provided friendly, dependable support and guidance to boards around the world.
- Represented the registry and its programming and partnership opportunities to a large, diverse channel of non-profit, not-for-profit, and non-governmental organizations.
- Selected content and chaired strategic planning and advisory council meetings, and organized outreach programs.

Growth Planning

- Played integral role in growing the organization from 9 to 30 employees, including assisting in launching the advisory council and .COM registry; invited inquiries, coordinated appointees, organized meetings, and managed communications.
- Recognized the organization's focus on the top 20% of the channel, and initiated research and establish early conversations with the sales director to uncover hidden value and pave the way for future revenue.
- Managed and completed the build-out and relocation of the office two months ahead of schedule.

Event and Meeting Coordination

- Planned and produced all details and logistics of global meetings/events, including budgeting, location scouting, travel and accommodations, vendor negotiations, and event management.
- Worked with ICANN (Internet Corporation for Assigned Names and Numbers) to seamlessly execute international conferences attended by 500 to 1,000 people.

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Professional Experience—Dot Com, *continued...*

Senior Executive Administrator | CEO and Board Planning Communication • 6/2009 to 12/2017

Entrusted with concurrent role as strategic liaison and point of contact to the CEO, board, and other senior stakeholders inside and outside of the organization. Managed budgets and arranged travel for the CEO and board of directors. Served as problem solver for board-related challenges and decisions.

- Developed and bridged relationships between the CEO, board of directors, and senior leaders of parent/peer organizations, as well as in-house management, staff, and governance teams.
- Ensured the clarity and accuracy of communications, and verified alignment with long-range goals and vision.
- Saved >\$30k in travel costs by proposing alternative board meeting location.
- Compiled and analyzed cross-departmental performance metrics, and worked to improve goal attainment.
- Implemented company-wide project management tool and secure, cloud-based document repository.

Digital Media Co. – *Leading manufacturer of painting solutions for industrial and business customers*

Marketing Manager, Americas • 2006 to 2009

Increased visibility by designing targeted marketing strategies that captivated key audiences through cross-channel communications. Provided creative insight and direction for print and web advertising. Reviewed the budget and ensured promotions and campaigns achieved maximum ROI while aligning with financial plans.

- Pioneered and directed marketing campaigns, advertising programs, and promotional activities/events, working alongside product innovators and advertisers to capture the attention of targeted customers.
- Reached new markets by increasing the number of events attended per quarter—with zero impact on the budget.
- Improved relationship management and sales enablement by deploying Salesforce CRM for tracking leads.
- Built relationships and managed communications with the reseller channel.

Mail Plus – *Provider of fast-turnaround direct mail communications*

Customer Liaison | Program Manager • 2005 to 2006

Managed up to 15 high-value accounts with responsibility for client relations, accurate cost estimates, and accelerating project/program life cycles. Offered skillful and kind support and issue resolution. *Received Employee of the Year Award.*

- Reduced RFP response times by 50%, resulting in 25% increase in winning bids.
- Established and sustained open lines of communication for customer loyalty and retention.

Hear Out Loud, Inc. – *One-stop provider of marketing and communications solutions*

Executive Administrator • 2004 to 2005

Provided unparalleled support to the CEO by arranging meetings with investors, assisting in developing/presenting corporate strategic objectives, and performing administrative tasks. Implemented a collaboration platform to expedite day-to-day operations and communications. Saved \$2K in quarterly travel costs by managing travel for the executive team.

Village Place, Rockville, MD

Customer Relations Associate • 2002 to 2004

Assisted the sales team in lead generation activities for Maryland-based business. Listened and responded to customer inquiries as help desk associate. Reduced service calls 15% by resolving issues over the phone. *Received Employee of the Year Award.*

Prior experience supervising 30 employees in providing exceptional service to customers. Details are available on request.

Education

University of Michigan, Ann Arbor, MI

Certificate Program in Leadership, Conflict Resolution, Negotiation, and Project Management

London Tourism, London, England

Business Administration and Tourism Management (four years)