

Remote Client Success Manager (Executive Resume Editor) – Storeyline Resumes

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Company: Jobspaddy

Location: Antwerpen

Category: computer-and-mathematical

About Storeyline Resumes

From a one-woman shop to a global leader in resume writing — Storeyline Resumes has come a long way since its founding in 2000. It all started with Robynn Storey, PHR, a trailblazing Human Resources Executive with a powerful approach to crafting resumes that caught the attention of recruiters and HR professionals alike.

Now, with a small team of hand-picked writers, Storeyline Resumes has written over 400,000 resumes, LinkedIn profiles, and career documents for clients worldwide. We're not just a top-ranked executive-level resume business – we're also the #1 most searched resume writing company on LinkedIn. Our reputation speaks for itself, thanks to the countless satisfied customers, including Fortune 50, 100, and 500 clients who've helped spread the word about our amazing results. Let us help you take your career to the next level with a resume that truly stands out.

Whether you're a seasoned executive who needs an accomplishment-driven brand statement with maximum impact or looking to break into your first \$100K job, Storeyline Resumes will turn your story, your brand, into a resume that truly defines you.

Storeyline Resumes is looking to add an **Executive Resume Editor & Client Success Manager** to our team **You MUST demonstrate the highest level of customer service, have an accomplished, 10+ year background in professional resume writing, resume editing, HR and/or customer success.**

About the job

Are you well-versed in navigating the ins and out of executive resumes and

communicating with executives?

Are you naturally energized, engaging, responsive and impassioned by professional resume writing and editing?

Do you have a seasoned background providing exemplary customer service and top-notch customer care?

Are you obsessed with ensuring a quality resume is written that exceeds client expectations and is delivered on time?

Do you take client experience to the next level to ensure you far exceed customer expectations?

Are you service-oriented with a knack for troubleshooting and addressing client dissatisfaction with ease and patience?

Do you enjoy conducting 1:1 phone calls with clients to address their questions and concerns about resume edits?

Do you have an accomplished background in HR, headhunting and/or resume writing/editing?

Do you thrive in a virtual, fast-paced, work from home setting supporting a very busy, nonstop operation?

Are you thick skinned and not easily deterred or discouraged by unhappy or dissatisfied clients?

Do you consider yourself a professional troubleshooter who is seen as the 'go-to' person, able to steer difficult conversations with finesse and agility? Are you someone who has patience and acts kindly but is not a pushover.

Are you someone who does not take client negativity personally and is able to effectively use clear cut guidelines to resolve client complaints, offer guidance on resume edits, and answer resume content questions?

This is a phenomenal opportunity for someone who is a great communicator, an approachable, relatable professional, who can partner with our clients to ensure their resume questions are addressed, their resume editing concerns are eliminated, and their expectations for the best customer experience are exceeded.

This person will be no stranger to jumping in where needed, being dedicated to scheduling and hosting 1:1 client review calls, and performing outreach to dissatisfied, unhappy clients. We are looking for someone who is inherently exceptional at keeping their cool, providing expert resume strategy and guidance and top-notch customer care. You will interact daily and directly with clients, address customer questions, deescalate client complaints, and offer strategic guidance related to resume writing and resume content editing.

EXPERIENCE:

10+ years of a seasoned and accomplished background in executive HR, Client Success and/or resume writing/resume editing/resume proofreading

COMPENSATION :

\$40 per hour/bill rate

STATUS : 1099 hourly contractor; 40 hours/week

HOURS : Monday through Friday; 8 am ET to 5 pm ET, with a 1-hour unpaid lunch

TECHNOLOGY: Must be able to effectively utilize Microsoft Office Suite (WORD, EXCEL); PayPal; with ability to learn and navigate in-house, proprietary systems (to include our client Portal)

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