

Alisha Harris

Relocation Consultant at BGRS

Summary

I've had the pleasure to lead and be a part of customer-focused teams who are driven to exceed goal expectations. My responsibilities have included hiring and training employees, using analytical and problem solving skills to see issues through to resolutions, and acting as a liaison between the customer and the company.

Experience

Relocation Consultant at BGRS

July 2017 - Present

- Counsel customers on relocation benefits provided by their employer
- Develop and counsel customers on effective home sale marketing strategies
- Coordinate all services delivered to customers
- Drive high levels of service acceptance and supplier and broker network utilization
- Manage exception process ensuring appropriate approvals are obtained
- Enforce client relocation policies for their transferees
- Minimize weighted direct home selling costs
- Identify real estate brokers and place referrals for Marketing
- Initiate supplier set-up for new real estate brokers
- Communicate the Marketing Strategy to the customer
- Monitor offers and list price, taking into account client AV sale benefits and in comparison to BMA and offer price
- Review broker market analysis and interface with the Broker Relocation Director to implement the marketing strategy
- Analyze appraisals, inspections, and homeowners disclosure statement
- Communicate any required repairs, re-inspections or title deficiencies and follow up on inspection issues
- Ensure properties are listed in a timely manner
- Place referrals and ensure referral documentation is signed and returned
- Review and sign contracts and escrow agreements
- Meet reporting deadlines

Customer Support Associate II at Envoy Global

August 2015 - July 2017 (2 years)

- Respond to internal and external inquiries via email, live chat, and phone
- Work closely with other departments and vendors to ensure a great customer experience

- Proactively contact customers with actions required to progress their case
- Record and act on customer feedback
- Write content for Customer Spotlight articles to share company-wide
- Coordinate English translations, education evaluations, and conference calls with Envoy-retained attorneys

Breadcrumb Support Specialist at Groupon

November 2014 - August 2015 (10 months)

- Respond to merchant and customer inquiries from inbound queue
- Resolve issues in a timely manner
- Continuously meet/exceed standards in QA and merchant satisfaction scores
- Troubleshoot network and hardware issues by interpreting data and diagnostics
- Resolve payment processor issues (i.e., missing, failed, late, or duplicate payments)
- Provide training for Breadcrumb platform, payment processor, and troubleshooting to existing merchants
- Process hardware orders through a third-party

Retail Sales Consultant at AT&T

September 2012 - November 2014 (2 years 3 months)

- Build relationships with customers and determine their service needs
- Stay up-to-date with latest technology including mobile devices, internet hardware, and home security services
- Exceed monthly sales goals for wireless and wired transactions
- Grow the business by gaining small business customers
- Provide ongoing support for new and current customers
- Work as a team to meet monthly and annual goals

Assistant Store Manager & Acting Store Manager at Things Remembered

February 2011 - December 2012 (1 year 11 months)

- Achieve sales and other financial targets
- Analyze financial goal reports and track individual and store results
- Interview, hire and train employees
- Supervise employees engaged in sales work, production, taking inventory, and reconciling cash and sales receipts
- Perform sales transactions, engraving, and equipment maintenance
- Organize merchandise displays in coordination with sales promotions
- Address and resolve all customer complaints
- Ensure staff is in compliance with daily balancing of cash and nightly bank deposits
- Perform semi-annual comprehensive physical inventories
- Maintain accurate inventory throughout the year by reviewing weekly shipment reports and merchandise transfers

Education

University of Illinois at Springfield

Accountancy, 2010 - 2012

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[Contact Alisha on LinkedIn](#)