

ABOUT ME



Lisa Morano

Inside Sales Representative

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Lisa Morano is an accomplished Inside Sales Representative at ChromaScape, where she excels in delivering top-notch customer service and support to ensure utmost satisfaction and retention. With exceptional organizational and time management abilities, Lisa adeptly prioritizes tasks and handles challenging customer situations with empathy and professionalism. She establishes and nurtures relationships with customers through virtual meetings and emails, effectively managing high-volume accounts. Lisa also collaborates with the sales team to pinpoint avenues for sales process enhancement and growth opportunities, showcasing her dedication to driving success at ChromaScape.

In previous roles, Lisa has demonstrated strong leadership abilities by successfully leading teams of customer service representatives, providing guidance, coaching and support to ensure exceptional service delivery. She has overseen the resolution of customer complaints, conducted performance evaluations and implemented training programs to enhance team members' skills and knowledge. Additionally, she has spearheaded initiatives such as implementing a customer feedback system, analyzing data for process improvements and driving customer retention and loyalty through collaboration with cross-functional teams. She played a key role in implementing customer relationship management (CRM) systems to streamline processes and improve efficiency.

Lisa attended Hudson County Community College in Jersey City, New Jersey.

Lisa lives in Jersey City with her daughter, Sophia, who is 11 years old and currently excelling in the 5th grade, having recently achieved honor roll status. Beyond academics, Sophia is dedicated to her karate training, aiming to attain her brown belt! Lisa's family enjoys weekend getaways to the Jersey Shore, where they visit with her mom and brother. During her leisure time, she is an avid sports enthusiast and music lover, frequently attending sporting events and concerts, proudly cheering her favorite team. Go Big Blue!

Top Skills:

Conflict Resolution • Problem Solving • Effective Communication and Interpersonal Skills • Time Management and Prioritization

Specialties:

Paper • Ink • Consumer Goods • Automotive • Textile • Specialty Products

Experience:

ChromaScope: **Customer Service Manager**

Greenville Colorants: **Customer Service Manager**

