

RESUME_TEMPLATE

Customer Service Representative

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OBJECTIVE

To obtain employment as a Customer Service Representative at one of the largest cable, internet, and phone service providers in the state of Washington and to seek a challenging position in a type of working environment conducive to my professional growth.

EXPERIENCE

2017-Present

CUSTOMER SERVICE REPRESENTATIVE – Modern Arts Tech, Seattle, WA

- Takes calls and listens to client concerns regarding their accounts
- Responds to client inquiries about health and insurance benefits through phone, chat, or e-mail
- Handles customer complaints regarding billing, payments, etc.
- Refers client to superiors for other concerns
- Records actions taken and modifications done during the phone transaction
- Generates sales leads through telemarketing
- Conducts phone surveys to clients to ascertain the company's quality of service

2015-2017

CUSTOMER SERVICE REPRESENTATIVE – My Dream Tech, Seattle WA

- Provided training to new customer service representatives and mentored them during their first few months
- Develops marketing strategies and campaigns for DIRECTV programs
- Conducts customer service processes, as well as client acquisition
- Implements new products and offers
- Briefs clients regarding new product launches
- Promotes products in-store and through phone
- Participates in leadership trainings for Customer Service Representatives

2012-2015

CUSTOMER SERVICE REPRESENTATIVE – LG Enterprises, Seattle WA

- Performed various customer service duties
- Responsible for accurate counting and balancing of cashier drawers
- Maintained weekly spreadsheet for forwarding to the Accounting Department
- Answered multiple line phone system and assisted callers or routed calls to appropriate department
- Proffers informative sales guidance to clients who have been recommended by the partner store
- Educates referred clients regarding rent-to-own transactions, together with its pricing options, benefits, and features

EDUCATION

2000-2008

High School – New York High School

COURSES

- Customer Service Skills Training
- Spanish Grammar and Composition
- Call Center Service Operations
- Complaint Handling/Dispute Resolution
- Sales Lead Generation

SKILLS

- Great team player and excellent independent worker
- Excellent oral and written skills
- Stellar customer service skills
- Commendable problem-solving skills
- Good interpersonal skills
- Impressive critical thinking skills
- Excellent record-taking capabilities
- Good decision making skills
- Retentive memory
- Proficiency in English and Spanish
- Solid foundation of customer care and relations, with vast experience in the field
- Excellent talent for using strategies to deescalate irate clients
- Strong interpersonal skills, with the ability to relate and empathize with people of varying personalities and from all walks of life
- Fluency in the English and Spanish languages, with excellent communication skills both in verbal and oral communication