

## CUSTOMER SERVICE REPRESENTATIVE

### Summary

Energetic Customer Service Associate with strong time management skills who thrives in a fast-paced, dynamic environment. Dedicated Customer Service Representative who provides exceptional customer service through active listening and problem solving. Call Center Representative with expertise providing customer support in high call volume environments. Exceptional computer aptitude and telephone etiquette. Hands-on Customer Service Manager effective in motivating others to reach their optimum potential.

### Highlights

- MS Office proficient
- At-home daycare professional
- Emotionally supportive
- Self-sufficient and confident
- Positive and optimistic
- People-oriented
- Creative problem solver
- Exceptional communication skills
- Quick learner
- Strong client relations
- Credit card processing
- Multi-line phone talent

### Accomplishments

Exceeded all company goal and personal goals. excellent average handle time and outstanding Customer satisfaction reports. Received numerous compliments from members.

### Experience

Customer Service Representative 08/2014 to Current Company Name City , State Processed applications, payments, corrections, endorsements and cancellations. Submitted up-to-date activity and production logs to agency management for review. Presented and clearly explained insurance policy options to clients based on their needs and goals. Called 20-30Â lapsed customers eachÂ day to inquire about continuing needs. Handled escalated calls. Researched cases, pay by phone, handled vendor return unit calls and also took Supervisor calls. Became a researcher/Supervisor withinÂ 3 months of start date.

Office Manager/ Fitness Instructor 04/2013 to 08/2014 Company Name City , State

- Recruited an average of 7 new participants each month.
- Explained exercise modifications and contraindicated movements to participants with a history of injury.
- Cultivated positive relationships with participants by interacting with them during group fitness classes.
- Greeted all members in a professional and friendly manner.
- Developed safe and effective exercise programs for all members.
- Explained class objectives and rules.

Customer Service Associate 01/2013 to 04/2013 Company Name City , State

- Effectively managed a high-volume of inbound and outbound customer calls.
- Answered a constant flow of customer calls with up to 30 calls in queue per minute.
- Acted professionally and patiently when addressing negative customer feedback.

Customer Service Associate 08/2012 to 01/2013 Company Name City , State

- Assessed clients' financial situations to develop strategic financial planning solutions.

Daycare Assistant/ Office Manager 04/2010 to 08/2012 Company Name City , State

- Promoted good behavior by using the positive reinforcement method.
- Promoted language development skills through reading and storytelling.
- Assisted the lead teacher with snack time, arts and crafts and putting the children down for naps.
- Relieved the head teacher and toddler teacher.
- Dressed children and changed diapers.
- Communicated regularly with parents about daily activities and behaviors.
- Offered parents detailed daily reports that outlined their child's day.
- Maintained daily records of children's individual activities, behaviors, meals and naps.
- Maintained a child-friendly environment by allowing frequent access to outdoor activities.
- Sparked imagination by helping children discover new things each day.
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Customer Service Rep 01/2009 to 04/2010 Company Name City , State

- Effectively managed a high-volume of inbound and outbound customer calls.
- Answered a constant flow of customer calls with up to 25 calls in queue per minute.
- Addressed and resolved customer product complaints empathetically and professionally.

- Defused volatile customer situations calmly and courteously.
- Accurately documented, researched and resolved customer service issues.
- Mastery of customer service management systems and databases.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Identified chronic customer issues by creating and maintaining customer complaint log.
- Referred unresolved customer grievances to designated departments for further investigation.
- Managed high call volume with tact and professionalism.
- Acted professionally and patiently when addressing negative customer feedback.

#### Education

Paralegal Certificate Paralegal 2009 Branford Hall Career Institute City , State

Bachelor of Science

#### Skills

Accounts payable, arts, Billing, call center, communication skills, CPR Certified, Creative problem solver, Credit, clients, client relations, customer service, databases, fast, financial, financial planning, First Aid, access, MS Office, Paralegal, Persuasive, speaker, Quick learner, reading, strategic, teacher, phone