

NIGHT SERVICE REPRESENTATIVE

Summary

Personable, responsible professional with 3 years in retail and customer service dedicated to maintaining customer satisfaction and contribute to company success. Results-driven and proven ability to establish rapport with clients. Looking to advance skills in customer service, sales and marketing, human relations, and to gain business experience and opportunities. Personal skills and qualities include punctuality, taking initiative, joyful and positive attitude, and commendable with finances.

Skills

billings, first aid, take messages

Languages

Fluent in both English and Spanish

Experience

Night Service Representative 08/2017 to 09/2017 Company Name City , State

- Responsible for member check in/customer service.
- Handled member service issues such as lost and found items, new membership cards, change of address, EFT setup or change, and questions regarding billings and payments.
- Answered all incoming inquiries and obtained appropriate information.
- to direct/transfer calls or take messages.
- Kept front desk area and lobby clean, clutter free, and organized.
- Did inventory on front desk supplies.
- including first aid kits, and reported to Operations Manager when supplies are low.

Account Manager 03/2016 to 10/2016 Company Name City , State

- Obtained client information by answering telephone calls, interviewing clients, verifying information.
- Determined eligibility by comparing client information to requirements.
- Established policies by entering client information and confirming pricing.
- Informed clients by explaining procedures, answering questions, and providing information.
- Maintained communication equipment by reporting problems.
- Maintained and improved quality results by adhering to standards and guidelines and recommending improved procedures.
- Updated job knowledge by studying new product descriptions and participating in educational opportunities.

Sales Counselor 01/2014 to 08/2017 Company Name City , State

- Generated leads by outside and in-club marketing.
- Called prospective leads to schedule guest workouts and appointments for tours.
- Performed tours to prospects and built value which resulted in memberships.
- Assisted in maintenance of facility and equipment.
- Cleansed and upheld appliances.
- Friendly and timely interaction with guests and team members, suggestive selling, and answering questions.
- Handled member service issues such as lost and found items, new membership cards, change of address, EFT setup or change, and questions regarding billings and payments.
- Answered all incoming inquiries and obtained appropriate information to direct/transfer calls or take messages.

Education and Training

Graduate 2014 Western High School City , State

Tallahassee Community College City , State