

CUSTOMER SERVICE REPRESENTATIVE

Core Strengths

- Active listening skills
- Strong organizational skills
- Top sales performer
- Adaptive team player
- Seasoned in conflict resolution
- Energetic work attitude
- Store maintenance ability
- Telephone inquiries specialist
- Customer service expert

Career Overview

Highly enthusiastic customer service professional with 10 year client interface

experience. Dedicated Customer Service Representative motivated to maintain customer

satisfaction and contribute to company success. Customer advocate Excellent communication skills Conflict resolution proficiency Inventory control Devoted to data integrity Cash handling accuracy Strong problem solving ability Banking and financial services Strong communication skills background Detail-oriented

Accomplishments

- Customer service expert Strong organizational skills Markdown/promotional procedures banking and financial services background Seasoned in conflict resolution Detail-oriented Strong communication skills.
- Accomplishments Customer Service Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
- Sales Consistently generated additional revenue through skilled sales techniques.
- Product Sales Cross-sold services at a rate of 30%, upgrading customers to different plans and product packages.
- Customer Interface Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.
- Multi-tasking Cashiered with two cash registers at once in tandem to maximize customer flow.

Work Experience

Customer Service Representative

March 2011 to Current Company Name 1/4 City , State

- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges. Prevented store losses using awareness, attention to detail and integrity. Excelled in exceeding daily credit card application goals. Cross-trained and provided back-up for other customer service representatives when needed. Worked as a team member performing cashier duties, product assistance . Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders.

Administrative Assistant

January 2009 to Current Company Name 1/4 City , State

- Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information. Drafted meeting agendas, supplied advance materials and executed follow-up for meetings and team conferences. Designed electronic file systems and maintained electronic and paper files. Handled all media and public relations inquiries. Planned meetings and prepared conference rooms. Dispersed incoming mail to correct recipients throughout the office. Made copies, sent faxes and handled all incoming and outgoing correspondence. Organized files, developed spreadsheets, faxed reports and scanned documents. Created weekly and monthly reports and presentations. Received and distributed faxes and mail in a timely manner.

Licensed Insurance Agent

March 2007 to December 2007 Company Name 1/4 City , State

- Interviewed prospective clients to learn about their financial needs and to discuss any existing coverage. Promoted agency products to customers in person, on the telephone and in writing. Prepared necessary paperwork to process insurance sales and renewals. Followed up with potential clients regarding on line information requests. Developed life insurance and commercial insurance leads to meet monthly sales targets. Finalized and maintained all types of personal lines insurance policies within the agency. Promoted client retention through high-quality service and follow through.

Personal Banker

April 2006 to March 2007 Company Name 1/4 City , State

- Established new customer accounts including checking, savings, lines of credit and loans. Balanced daily cash deposits and bank vault inventory with a zero error rate. Supplied tellers with coin and currency as needed. Maintained a Researched beneficial investment opportunities and made recommendations to senior management. 30% client retention rate by suggesting strategic investment plans based on fixed income and equity investing report evaluations. Delivered prompt, accurate and excellent customer service.

Senior Financial Representative

March 2003 to March 2006 Company Name i/4 City , State

- Opened new customer accounts, including checking, savings and lines of credit. Processed sales referrals and promoted bank services and products, resulting in 30% branch sales increase. Balanced daily cash deposits and bank vault inventory with a zero error rate. Prepared daily branch Roslyn Savings Bank invoices. Researched and resolved customer issues on personal savings, checking and lines of credit accounts. Examined checks for identification and endorsement. Entered member transaction data into the on line banking software. Maintained confidentiality of bank records and client information.

Credit Card Specialist

February 2000 to August 2003 Company Name i/4 City , State

- Addressed customer service inquiries in a timely and accurate fashion. Built customer loyalty by placing follow-up calls for customers who reported product issues. Formulated and enforced Service Center policies, procedures and quality assurance measures. Properly directed inbound calls in phone queues to improve call flow. Developed effective relationships with all call center departments through clear communication. Demonstrated mastery of customer service call script within specified time frames. Collected customer feedback and made process changes to exceed customer satisfaction goals.

Member Services Representative / Dispatcher

July 1997 to March 2000 Company Name i/4 City , State

- Evaluated service locations and made scheduling adjustments to maximize efficiency. Oversaw service stations and drivers to maintain scheduling for the day-to-day service calls needed for tow transportation.
- Negotiated contracts with outside providers to handle calls not designated to their location.
- Provided accurate and appropriate information in response to customer inquiries. Made reasonable procedure exceptions to accommodate unusual customer requests. Addressed customer service inquiries in a timely and accurate fashion. Maintained up-to-date records at all times. Developed effective relationships with all call center departments through clear communication. Worked with upper management to ensure appropriate changes were made to improve customer satisfaction. Built customer loyalty by placing follow-up calls for customers who reported service and product issues.

Bank Teller

March 1995 to February 1996 Company Name i/4 City , State

- Processed sales referrals and promoted bank services and products, resulting in 25% branch sales increase. Balanced daily cash deposits and bank vault inventory with a zero error rate. Processed cash withdrawals. Adhered to Citi-banks security and audit procedures. Maintained confidentiality of bank records and client information. Directed specific questions to appropriate branch personnel. Delivered prompt, accurate and excellent customer service.

Educational Background

BA : Sociology , 2016 SUNY Old Westbury College i/4 City , State , United States

Skills

agency, attention to detail, back-up, banking, call center, call center, daily cash deposits, cashier, conferences, contracts, credit, client, clients, customer satisfaction, excellent customer service, excellent customer service, customer service, drivers, equity, senior management, fashion, faxes, financial, fixed income, insurance, insurance sales, inventory, materials, meetings, mail, office, personnel, policies, presentations, knowledge of store, public relations, quality, quality assurance, receptionist, retail, sales, scheduling, script, shipping, spreadsheets, strategic, telephone, phone, transportation