

CUSTOMER SERVICE SPECIALIST

Career Overview

Highly enthusiastic customer service professional with 6 years client interface experience. Customer-focused Retail Sales Associate with a solid understanding of the dynamics of the service industry. Enthusiastic customer service/telesales representative with in-depth knowledge of sales, training, and communication. A Reliable Customer Service Representative with extensive track record in demanding management environments. A Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

Core Strengths

- Ability to work well under pressure.
- Ability to adapt to a changing work environment.
- Very client and people oriented.
- Ability to work well with any size team.
- Always very cheerful and happy to help anyone.
- Constantly maintains a positive attitude.
- Can learn well from failures and take criticisms.
- Always happy to be challenged.

Work Experience

09/2014 to Current

Customer Service Specialist Company Name i¼ City , State

- Works with several clients to ensure their satisfaction.
- Fast learner of operation programs.
- Experiences relationship building and customer satisfaction.
- Experienced salesperson.
- Prevented store losses using awareness, attention to detail and integrity.
- Trained 2 new employees quarterly.
- Cross-trained and provided back-up for other customer service representatives when needed.
- Worked as a team member performing cashier duties, product assistance and cleaning.
- Managed quality communication, customer support and product representation for each client.
- Maintained a positive attitude and calm mind under amounts of high-pressure.

09/2011 to 09/2014

Framing Expert Company Name i¼ City , State

- Assisted various clients with designing a frame that best suited their picture.
- Learned to be versatile with designs and budgets, compromising to ensure the customer's needs were satisfied.
- Established excellent customer-relations, inviting the customer back into the store.
- Worked with multiple clients at once to ensure satisfaction while maintaining a positive, cheerful attitude.
- Adapted to several changes in framing system and work environment.
- Always worked with teammates to ensure a healthy work environment.
- Cross-trained and provided back-up for other customer service representatives when needed.

05/2010 to 08/2012

Summer Intern Company Name i¼ City , State

- Wrote factually correct, concise and engaging news stories within tight deadlines.
- Gathered and verified factual information regarding stories through interviews, observation and research.
- Wrote 3 to 5 news stories per week for multiple media platforms.
- Traveled to location to write reviews from firsthand experience. Wrote creative and original columns.
- Evaluated and followed up on news leads and news tips to develop story ideas.
- Organized material, determined area of emphasis, and wrote stories according to prescribed editorial style and format standards.
- Served as head reporter for Carnegie Library Summer Activities.
- Adapted to many changes in computer systems.
- Worked with teammates to ensure strict deadlines were met.
- Always maintained a positive attitude and cheerful outlook.

Educational Background

Bachelor of Arts : Mass Communication / Creative Writing State , United states Georgia

- Coursework emphasis in English, Communication, and Creative Writing.
- Self-motivated.
- Hard worker.
- Diligent student.
- 2.78 GPA
- Minor in Creative Writing.
- Curious and willing to take extra work and classes to better education.

Skills

- Cash handling.
- Professional and friendly.

- Careful and active listener.
- Strong public speaker.
- Multi-tasking