

## CUSTOMER SERVICE AGENT

### Professional Summary

Customer Service Agent with 10 years of experience in helping people with their everyday needs and concerns over the phone and in person. Experience with handling complex inquiries and situations with discretion and efficacy at all times.

### Skills

- Microsoft Office
- Art
- Clients
- Documentation
- Facsimile
- Forms
- Materials
- Mediation
- Microsoft Office
- Office machines
- Photocopiers
- Policies
- Quality
- Safety
- Scanners
- Supervision
- Telephone
- Troubleshooting
- Voice mail
- Well organized

### Work History

Customer Service Agent , 11/2020 to Current

Company Name " City , State

- Assessed passenger documentation to determine destinations and to assign boarding passes.
- Confer with customers to determine their service requirements and travel preferences.
- Replied to inquiries regarding schedules, accommodations, procedures, and policies.
- Provide clients with assistance in preparing required travel documents and forms.
- Responded politely to passenger complaints regarding ticketing and baggage handling.

Customer Service Representative , 01/2010 to 12/2020

City , State

- Consulted with customers by telephone or in person to provide information about products or services.
- Operate office machines such as, photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.

Customer Service Agent, G2 Secure Staff, 12/2016 to 11/2020

City , State

- Examine passenger documentation to determine destinations and to assign boarding passes.
- Provide boarding or disembarking assistance to passengers needing special assistance.
- Confer with customers to determine their service requirements and travel preferences.
- Replied to inquiries regarding schedules, accommodations, procedures, and policies.
- Provide clients with assistance in preparing required travel documents and forms.
- Responded to passenger complaints regarding ticketing and baggage handling.

Recreation Assistant , 10/2016 to 12/2016

Company Name " City , State

- Enforce rules and regulations of recreational facilities to maintain discipline and ensure safety.
- Organize, lead, and promote interest in art, crafts, sports, games, camping, and hobbies.
- Meet with staff to discuss rules, regulations and work-related problems.

Library Assistant , 10/2013 to 12/2013

Company Name " City , State

- Maintain photocopiers, scanners, computers, and instruct patrons in proper use of such equipment.
- Oversaw check-in and check-out process of library books and materials at circulation desk.
- Replied to patrons' questions and assisted in finding materials requested.

### Education

AA : Interdisciplinary Studies/Social and Behavioral Sciences , 2016

Los Angeles Southwest College - City , State

High School Diploma : General Studies , 2011

Junipero Serra High School - City

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City , State

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- Operate office machines such as, photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.

Skills

- Microsoft Office,
- Art, clients, documentation, facsimile, forms, materials, mediation, office machines, photocopiers, policies, quality, safety, scanners, supervision, telephone, Troubleshooting, voice mail, Well organized