

First Last  
Phone, Email

## Summary

Proficient customer service representative with 10 years of extensive experience handling various departments and roles. Passion for meeting and exceeding expectations to make an experience memorable and enjoyable

## Experience

- | <b>Commercial Cleaner</b>  | <b>Company</b> | <b>Jan 2019- March 2019</b> |
|--|----------------|-----------------------------|
| <ul style="list-style-type: none"><li>• Cleaned desks, office equipment, walls, filing cabinets, ledges, countertops by dusting and sanitizing surfaces.</li><li>• Washed and spot cleaned files, desktop's, glass, doors, and walls.</li><li>• Kept bathroom facilities thoroughly cleaned, stocked, and properly maintained for staff and guests.</li><li>• Performed daily, weekly, and monthly checklists throughout facilities, including cleaning floors, wiping glass entryway's and collecting trash as needed.</li><li>• Spot cleaned, vacuumed and dusted all areas to maintain organized, and professional appearance for management, employees and clients.</li></ul>  |                |                             |
| <b>Customer Service Associate</b>  | <b>Company</b> | <b>May 2018- Jan 2019</b>   |
| <ul style="list-style-type: none"><li>• Communicated detailed and accurate information about promotions, products while providing exceptional customer service and driving retention.</li><li>• Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.</li><li>• Evaluated account histories and service backgrounds to spot trends and identify issues in need of attention. based on extensive product knowledge. This included reviewing calls, mobile data, and roaming charges.</li><li>• Maintained strong reputation of efficiency and accuracy, earning numerous recommendations from satisfied customers.</li><li>• Mentored and assisted new and existing coworkers with questions related to products, procedures and policies</li></ul> |                |                             |

## Skills

- Attention to detail to analyze trends and determine the best course of action
- Strong verbal communication with management and customers to reach desired outcome.
- Data entry using various types of programs. This included Microsoft Word, Excel, PowerPoint, and various ticketing systems for tracking customer contacts for assistance.
- Team coordination and mentorship to strengthen knowledge, increase performance and effectiveness.
- Success in improving efficiency while performing repetitive tasks