**CUSTOMER SERVICE REPRESENTATIVE RESUME**

**MILA KRAUSS**

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**Current job:**        Customer Service Representative at Comcast

**OBJECTIVE**

To obtain employment as a Customer Service Representative at one of the largest cable, internet, and phone service providers in the state of Washington and to seek a challenging position in a type of working environment conducive to my professional growth.

**STRENGTHS**

1. Solid foundation on customer care and relations, with vast experience in the field
2. Excellent talent for using strategies to deescalate irate clients1
3. Strong interpersonal skills, with the ability to relate and empathize with people of varying personalities and from all walks of life
4. Fluency in the English and Spanish languages, with excellent communication skills both in verbal and oral communication
5. Proficiency in numerous computer applications and software, including MS Word, Power Point, Excel, and several others
6. Highly motivated and driven to achieve set goals and targets
7. Ability to maintain a calm and composed manner when dealing with potentially explosive client situations
8. Superb ability to multitask, able to handle multiple duties and responsibilities without sacrificing quality of work
9. Possess a fun and vibrant personality that customers find refreshing and appealing
10. Excellent leadership skills, with a unique talent for handling and resolving conflicts within the team
11. Great team player and excellent independent worker

**EXPERIENCE**

**Customer Service Representative, 2009 – Present**Comcast, Seattle, WA

**Responsibilities:**

* Diffuse and resolve various volatile customer situations while maintaining the balance between the interests of the company and customer satisfaction
* Make service changes, recommend service options, and schedule installations for p1hone, television cable, and internet lines
* Provide detailed and accurate accounts of customer calls for prevention of future audit issues
* Resolve an average of 250 inquiries in any given week, dealing with all types of inquiries including billing issues, installation schedules, product information queries, and numerous other matters1
* Meet performance targets in all areas such as speed, accuracy, volume, customer satisfaction, and issue resolution1
* Upsell company products and services to customers and meet target sale conversions1
* Route technical queries to designated channels for proper resolution of service and equipment issues

**Customer Service Representative, 2008 – 2009**Aphrodite Sportswear, Seattle, WA

**Responsibilities:**

* Generated additional revenues utilizing thorough product knowledge and friendly sales techniques to up-sell product specials and complementary items
* Exceeded customer expectations by locating hard to find items, and recommending alternative options for out-of-stock pieces
* Consistently met and exceeded set productivity targets
* Streamlined the product information search process by creating a detailed product intranet site, reducing the average representative call time by 60 seconds
* Assisted as interim call center supervisor, monitored call center representative phone calls and provided necessary performance feedback
* Designed, developed, and launched successful employee recognition program whereby the top performers are given due recognition and awards
* Provided training to new customer service representatives and mentored them during their first few months

**Customer Service Representative and Cashier, 2007 – 2008**LMP Enterprises, Seattle, WA

**Responsibilities:**

* Performed various customer service duties
* Responsible for accurate counting and balancing of cashier drawers
* Maintained weekly spreadsheet for forwarding to the Accounting Department
* Answered multiple line phone system and assisted callers or routed calls to appropriate department

**EDUCATION**

**Ballard High School, Seattle, WA**High School Diploma
2002 – 2006, 3.5 GPA

**COURSES**

* Customer Service Skills Training
* Spanish Grammar and Composition
* Call Center Service Operations
* Complaint Handling/Dispute Resolution
* Sales Lead Generation

**PERSONAL INFORMATION**

* Civil Status: Married, with two children
* Date of Birth: 2/10/1988
* Interests: reading Spanish novels, watching investigative shows, playing with the kids