# CUSTOMER SERVICE (FUNCTIONAL)

534 Rainway Avenue, Los Angeles, CA 24542 \* (433) 623-6234 \* stef.johnson@gmail.com

# Qualifications Summary

* **Experienced:** Customer service professional with 4+ years in call centers and hospitality services
* **Efficient:** Adept at handling various calls on a daily basis, while consistently resolving client issues in a short time span
* **Skilled:** Possess exceptional customer service skills, with customers regularly commending on received support
* **Bilingual:** English – Native ; Spanish – Conversational ; Able to provide clear customer service in both languages

# RElEvant Skills

**Customer Service**

* Handle 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention
* Memorized all company products and services to be able to answer all customer questions quickly and efficiently, and make relevant upsells.
* Trained 3 new employees in customer service script recitation, conflict resolution, and data entry practices

**Technical**

* Receive source data such as customer names, addresses, phone numbers, credit card information, and enter data into various customer service software
* Perform data entry and retrieval with software such as Microsoft Office (Word, Excel) and Zendesk
* Able to set up laptop, headphones, microphones, Skype, or any other chat client service to converse with customers and forward calls to supervisors

**Communication**

* Conversational in Spanish (able to meet all customer service requirements with Spanish speakers)
* Remain cool during heated exchanges with irate customers and reach a peaceful resolution
* Persuade customers to listen to sales pitches and consider making ‘upsell’ purchases

# Work History

**U-HAUL,** Los Angeles, CA – Call Center Representative

**ANDOLINI’S PIZZA**,Columbia, SC - Waiter

**CHICK-FIL-A**,Columbia, SC – Cashier

# EducAtion

University of South Carolina, Columbia, SC

Bachelor of Arts in English, May 2005