

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Sales Associate Intern - Company / Location

June 2022 – Present

- Took part in staff meetings to discuss existing and new marketing and sales strategies, shared insights on current customer needs, and evaluated the performance of recently-launched products.
- Collected, organized, and documented employee information and client data to cut down time spent per task or project.
- Helped stock shelves, track inventory, implement display layouts, assist walk-in customers to locate their needs, and aid them in bagging purchased items.
- Operated cashier stations during rush hours and ensure that returned items are arranged back in their proper sections.
- Answered phone calls to take orders and/or respond to inquiries.

Customer Service Representative - Company / Location

March 2019 – May 2022

- Received full statements of complaints directly from clients and provided timely solutions to avoid escalation to the managerial level.
- Wrote detailed reports on complaints from start to end and created step-by-step guides to train new representatives on the effective handling of client issues.
- Helped customers resolve billing issues and settle financial accounts with the establishment.
- Directed customers to the proper company department for answering specialized inquiries to ensure the right help was provided.
- Supervised trainee customer service agents and reported back to the customer service manager to evaluate team/individual performance.

Project Experience

- Developed questionnaires and conducted surveys to measure the extent of customer satisfaction with the performance of customer service agents.
- Organized a department trip to raise employee morale and promote team building, which increased productivity by 35 percent.
- Created a list of the most common customer complaints and devised an effective phone script for each one.

Education

Bachelor of Communications - Boston University

2018

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Proficient in POS systems
- Inventory management
- Complaint resolution
- Customer service experience
- Excellent interpersonal and time management skills

Licenses & Accreditations

Licenses Licenses & Accreditations

- Google Project Management Professional Certificate (Coursera)
- Hubspot certification
- Certified Sales Professional (CSP)