

Kathy Celestine

Customer Service Representative

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Cambridge, MA

978-487-3342

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PROFESSIONAL SUMMARY

A professional with over 5+ years of experience in Sales, Tech Support and Customer Service Skills. Recognized as the #01 Customer Service Rep in 2019 and 2020 respectively. Increased the sales growth of the company by 8% using Lead Generation and Sales Tracking Methods.

WORK EXPERIENCE

Customer Service Representative
California Marketing Group - MI, USA

Jan 2018 - Jun 2021

- Handled 100+ calls daily and served their queries with proper solutions.
- Received an average customer satisfaction rate of around 95%, which is 10% higher than the company average.
- Increased sales by 25% over the targeted total sales in 2020 by providing a professional service to customers.
- Trained 10+ Junior Customer Service Representatives on how to handle customers over the phone.

Client Service Representative
Digital Library - NY, USA

Mar 2016 - Dec 2017

- Set up new clients to use online internet portal for ordering.
- Developed client relationships and received multiple complimentary emails of exemplary service.
- Maintained professional relationships with client contacts to ensure top-notch customer service was delivered.
- Performed client service functions including execution of daily financial transactions, issue/problem resolution, client education and account maintenance.

Inbound Customer Service Agent
Draper - UT, USA

Invalid date - Invalid date

- Answered all customer calls promptly and professionally.
- Documented and update customer records based on interactions.
- Work as a team player and uphold the company's standards of professionalism and integrity.

EDUCATION

Bachelor In Business Management
Manhattanville College - New York

Jan 2012 - Dec 2015

SKILLS

- Active Listening
- Problem Solving
- Decision Making
- Empathy
- Tolerance
- Computer Skills
- Microsoft Office Suite
- LiveChat
- Zendesk
- Problem Solving
- Language Skills
- Negotiation
- Persuasion Skills
- Typing
- Mathematics

CERTIFICATES

- Certified Customer Service Professional (CCSP) (Jul 2021)
- Certified Customer Experience Professional (CCEP) (Nov 2018)

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web page 17 federal aviation administration rev description of revision adds airworthiness limitation information from hartzell overhaul manual 113b 61 10 13 and hartzell overhaul manual 117d 61 10 17 added cylinder life limits for propeller model hc c 2 3 yr 4 b c f fc8477 4r and corrected the engine model number for aviatt pitts s