

# Kathy Celestine

Customer Service Representative

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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)

# Customer Service Representative

Resume Example by: [cresuma.com](https://cresuma.com)

# Professional Summary For Customer Service Representative Resume

**James Garrett**



## **Professional Summary For Customer Service Representative Resume:**

## Unveiling the Magic of Words: A Review of "**Professional Summary For Customer Service Representative Resume**"

In some sort of defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their capability to kindle emotions, provoke contemplation, and ignite transformative change is truly awe-inspiring. Enter the realm of "**Professional Summary For Customer Service Representative Resume**," a mesmerizing literary masterpiece penned by way of a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve to the book is central themes, examine its distinctive writing style, and assess its profound impact on the souls of its readers.

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