

Kathy Celestine

Customer Service Representative

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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)

Customer Service Representative

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SJ Ball



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Table of Contents Resume Templates For Customer Service Representatives

1. Understanding the eBook Resume Templates For Customer Service Representatives
 - The Rise of Digital Reading Resume Templates For Customer Service Representatives
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Templates For Customer Service Representatives
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Resume Templates For Customer Service Representatives
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Templates For Customer Service Representatives
 - Personalized Recommendations
 - Resume Templates For Customer Service Representatives User Reviews and Ratings

- Resume Templates For Customer Service Representatives and Bestseller Lists
- 5. Accessing Resume Templates For Customer Service Representatives Free and Paid eBooks
 - Resume Templates For Customer Service Representatives Public Domain eBooks
 - Resume Templates For Customer Service Representatives eBook Subscription Services
 - Resume Templates For Customer Service Representatives Budget-Friendly Options
- 6. Navigating Resume Templates For Customer Service Representatives eBook Formats
 - ePub, PDF, MOBI, and More
 - Resume Templates For Customer Service Representatives Compatibility with Devices
 - Resume Templates For Customer Service Representatives Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Resume Templates For Customer Service Representatives
 - Highlighting and Note-Taking Resume Templates For Customer Service Representatives
 - Interactive Elements Resume Templates For Customer Service Representatives
- 8. Staying Engaged with Resume Templates For Customer Service Representatives
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Resume Templates For Customer Service Representatives
- 9. Balancing eBooks and Physical Books Resume Templates For Customer Service Representatives
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Templates For Customer Service Representatives
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Resume Templates For Customer Service Representatives
 - Setting Reading Goals Resume Templates For Customer Service Representatives
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Resume Templates For Customer Service Representatives
 - Fact-Checking eBook Content of Resume Templates For Customer Service Representatives
 - Distinguishing Credible Sources

13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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