

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

Professional Summary For Customer Service Representative Resume

Y Pai



Professional Summary For Customer Service Representative Resume:

Unveiling the Energy of Verbal Artistry: An Emotional Sojourn through **Professional Summary For Customer Service Representative Resume**

In some sort of inundated with monitors and the cacophony of immediate connection, the profound energy and mental resonance of verbal artistry usually disappear into obscurity, eclipsed by the regular assault of noise and distractions. Yet, situated within the musical pages of **Professional Summary For Customer Service Representative Resume**, a interesting function of literary beauty that pulses with natural emotions, lies an memorable journey waiting to be embarked upon. Written with a virtuoso wordsmith, that magical opus books visitors on a psychological odyssey, lightly exposing the latent potential and profound impact embedded within the complicated internet of language. Within the heart-wrenching expanse of this evocative evaluation, we can embark upon an introspective exploration of the book is main styles, dissect their interesting publishing type, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

<https://crm.avenza.com/About/uploaded-files/Documents/ray%20optics%20phet%20lab%20answers.pdf>

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