# **Kathy Celestine**

Customer Service Representative

kathycelestine⊚example.com Cambridge, MA 978-487-3342

LinkedIn - https://www.linkedin.com/in/kathy-celestine/ Twitter - https://twitter.com/kathycelestine/

#### 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% ssing 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-noteh 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

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**Ian Pickup** 

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# **Table of Contents Professional Summary For Customer Service Representative Resume**

- 1. Understanding the eBook Professional Summary For Customer Service Representative Resume
  - The Rise of Digital Reading Professional Summary For Customer Service Representative Resume
  - Advantages of eBooks Over Traditional Books
- 2. Identifying Professional Summary For Customer Service Representative Resume
  - Exploring Different Genres
  - o Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
- 3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Professional Summary For Customer Service Representative Resume
  - User-Friendly Interface
- 4. Exploring eBook Recommendations from Professional Summary For Customer Service Representative Resume
  - Personalized Recommendations
  - Professional Summary For Customer Service Representative Resume User Reviews and Ratings
  - Professional Summary For Customer Service Representative Resume and Bestseller Lists
- 5. Accessing Professional Summary For Customer Service Representative Resume Free and Paid eBooks
  - Professional Summary For Customer Service Representative Resume Public Domain eBooks
  - Professional Summary For Customer Service Representative Resume eBook Subscription Services
  - Professional Summary For Customer Service Representative Resume Budget-Friendly Options

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