Cristian Perez Ramos

Arlington, GA 39813 + 555 555 5555 + example@example.com

Professional Summary:

Knowledgeable Customer Service Representative with problem-solving abilities capable of building customer rapport. Effectively handles customer concerns with clear communication and patience. Able to take on various tasks at a customer-focused environment

Work History

Customer Service Representative, 06/2020 to Current Macy's - Arlington, GA

- Offer buying advice to customers to ensure product satisfaction.
- Increase sales by 30% using upselling and cross-selling tactics.
- Solve common customer concerns and escalate the situation to management if needed.

Customer Service Representative, 11/2018 to 05/2020 Levis Strauss & Co - Arlington, GA

- Located products in the store and placed orders of out-of-stock items.
- Responded to customer requests for products, services and brand information,
- Educated customers on promotions, increasing sales by 15%.

Cashier, 08/2017 to 10/2018 Shake Shack - Abbeville, GA

- Balanced the till upon completion of each shift, solving any discrepancies.
- Answered questions about store policies and addressed customer concerns.
- Used POS system to enter orders and process payments.

Skills

Technical	Communications
Microsoft Suite	Complaint resolution
Programing (Python)	Sales expertise

Education

Degree	School	Year
Associates Degree	PCCC	2014
Bachelors Degree	NJIT	2017

Core Strengths

- Logical thinking
- Team collaboration
- Perseverance

Technical Interests

- Backend development
- Software architecture
- Problem solving

Certifications

- Git & GitHub practice
- Markdown documentation