

Christian Spielman

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SKILLS SUMMARY

- Over five years' experience in customer service in electronics retail sales, cable subscription, wireless communications, travel and lodging
- Excellent customer service skills. Earned recognition for exceptional service.
- Extensive background in sales and sales support (credit checks, sales follow-up, scheduling and service)
- Excellent communication skills, including both phone and personal sales and service
- Extensive experience in computer use, including Microsoft Office and other software applications

PROFESSIONAL EXPERIENCE

Resort Condominiums International (RCI)

September 2018-July

2020

Outbound Vacation Guide

Responsibilities:

- Assist customers in the planning and arranging of vacation rentals
- Assured that customers were satisfied with vacation plans and arrangements
- Worked through issues related to conflicts, scheduling and planning of rentals. Credited with excellent customer service in assuring that customers had a satisfactory outcome to their plans
- Call-outs for account renewals
- Worked on special assignments to experiment with differing marketing techniques
- Established customer "call-backs" to follow-up on customer issues and/or rentals

Xfinity, Indianapolis, IN

September 2017-May 2018

Sales Representative

Responsibilities:

- Customer service—effectively handled issues related to equipment problems, installations, billing and service. Given high marks by management for assuring customer satisfaction and effective problem resolution.
- Customer sales—responsible for cable, wireless and home security sales, working with customer to determine best fit for their needs displaying excellent customer service skills resulting in repeat customers.
- Assured proper entry of information related to proper equipment, delivery and installation
- Settled customer issues related to billing, delivery issues and installation. Excellent customer service skills.
- Troubleshooting of customer problems via phone and in person.

hhGregg, Inc., Indianapolis, IN

October 2015-September 2017

Customer Service Representative

Responsibilities:

- Customer service—recognized for excellent customer service skills, including phone and personal contact and customer assistance
- Successful work in electronic sales, including up sales
- Helped customers with warranty, finance, delivery and service issues
- Assisting customers with checkout, assured delivery of cash to bank
- Addressed customer questions and concerns and

- Handled phone calls to discuss customer issues and answer product questions

Kroger, Greenfield, IN
Stock/Warehouse Worker

August 2015-October 2015

Responsibilities:

- Unloaded products from trucks and stocked shelves
- Assured accurate pricing on products
- Helped maintain inventory control, made recommendations concerning inventory
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Home Depot, Greenfield, IN
Stock/Warehouse Worker/Customer Assistance--Seasonal

May 2015-August 2015

- Assisted customers with questions and concerns
- Loaded/unloaded freight from delivery trucks and assured floor stock was maintained

EDUCATION

PC Pro, Computer Technician Training, Certificate Program, 2012
Greenfield-Central High School--graduated