

Melanie Robinson

Qualified Customer Service Representative with over 4 years in fast-paced customer service and call center environments. As a customer service representative I am personable good at building loyal relationships, solving problems, and Increasing Sales. I also excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.



Skills

- International sales support
- Strategic sales knowledge
- Exceptional communication skills
- Stock records management
- Quality assurance and control
- Strategic sales knowledge
- Exceptional communication skills

Education

Bachelor of Arts:

Marketing Oregon University – 2018

Bachelor of Arts:

Marketing Oregon University – 2014

Bachelor of Arts:

Marketing Oregon University – 2011

Reference

Steve Halloway - Business Consultant at
SX Solutions

shalloway@sxsolutions.com

305-300-7891

Work history

Customer Service Representative – 04/2017 to 09/2018

BATS Global Markets Inc., Chicago

- Contact customer to follow up on purchases, suggest new merchandise and inform on promotions and upcoming events.
- Promote business as superior provider committed to efficiency and accuracy when engaging with customers.
- Answer product questions with up-to-date knowledge of sales and store promotions.
- Provide timely and effective replacement of damaged or missing products.

Customer Service Representative – 04/2015 to 09/2016

Foodspotting Inc., Chicago

- Assisted customers with food selection, inquiries and order customization requests.
- Answered average of 100 calls per day, addressing customer inquiries, solving problems and providing new product information.
- Recommended, selected and helped locate.
- Contacted customer to follow up on purchases, suggest new merchandise.
- Provide timely and effective replacement of damaged or missing products.
- Answer product questions with up-to-date knowledge of sales and store promotions.