

Arleen Nedelec

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Customer Service Representative

Providing Exceptional Service ... Building Loyal Relationships ... Solving Problems ... Increasing Sales

- Excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.
- Build and maintain enduring customer relationships to boost sales and generate repeat business.

Skills:

- Focused on “great service beats fast service” directive
- Exceptional ability to stay attentive when dealing with customers
- Able to find conflict resolution without losing self-composure
- Detail-oriented and efficient in providing customer service in adverse situations
- Well-versed in adapting different ways under pressure in order to meet deadlines
- Self-presentation and positive attitude
- Exceptional organizational skills and adaptability
- Savvy with modern technologies
- Flexibility to work in an ever-changing environment

Lawson Station, Honolulu, HI

Cashier/Clerk, 08/2014 to Present

- Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
- Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.

Ross Store Honolulu, HI

Customer Service Representative, 6/2010 to 8/2014

- Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion.
- Recommended solutions within customer budgets and proactively followed up with all leads.

Triple B Forwarders

- Freight Coordinator, 5/2016 – Present
- Coordinated, quoted and advised best shipping solutions going over the road, rail, ocean or air for any type of freight.
- Developed and maintained working relationships with customers, franchise owners and service providers to meet and exceed customer needs.
- Evaluated shipping needs and advise on specialized services as hot shot, refrigerated, expedited, trade shows and international options for any type of freight.
- Researched, tested and implemented new processes to increase productivity.

Education

College of Micronesia, Pohnpei FM
Associate of Science Degree, 5/2009