

IVAN GONZALEZ

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PROFESSIONAL SUMMARY

Personable and dedicated Customer Service Representative who is gifted in working with stressed, confused and upset individuals in need of product information and supportive guidance to navigate unfamiliar systems. Effective at operating within strict regulations and ever-changing department guidelines to manage telephone calls, emails, letters and chat-based requests for assistance. Calm and composed in stressful customer service situations and capable of reducing customer dissatisfaction through acknowledgment, decisive communication, and focused solutions.

SKILLS

- Staff education and training
- International sales support
- Professional telephone demeanor
- Credit card processing
- Complaint resolution
- Conflict de-escalation
- Technologically savvy
- Call center experience

WORK HISTORY

09/2016 to Current **Technical Customer Service Representative**

Learners Digest International – Glendale, CA

- Managed timely and effective replacement of damaged or missing products
- Forged and nurtured impactful relationships with customers to cultivate loyalty
- Handled stressed customers in demanding high volume setting in coordination with solid team of 10 customer service associates
- Effectively communicated with customers about account changes, new educational products or services and potential subscription upgrades
- Investigated and resolved accounting, service, and delivery concerns
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions
- Effective liaison between customers and internal departments
- Conferred with customers about concerns with products or services to resolve problems and drive sales
- Entered customer interaction details in Salesforce to track requests, document problems and record solutions offered

03/2015 to 06/2016 **Customer Service Representative**

California Umbrella – Pomona, CA

- Described outdoor products to customers, thoroughly explaining details and care of merchandise.
- Responded to customer requests for products, services, and company information.
- Answered constant flow of customer calls with up to 10 calls in queue per minute.
- Entered customer interaction details in Fishbowl to track requests, document problems and record solutions offered.
- Communicated with vendors regarding back order availability, future inventory, and special orders.
- Answered customer telephone calls promptly and in appropriate manner.
- Fielded diverse customer questions about issues such as available merchandise, current prices, and upcoming company changes.

08/2012 to 01/2014 **Test Center Administrator**

Prometric Testing Center – Diamond Bar, CA

- Monitored test security and enforced rules
- Maintained confidentiality of test results
- Demonstrated thorough knowledge of testing procedures and policies
- Offered office-wide testing software support, including troubleshooting issues and optimizing usage
- Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff and greeting 10-50 visitors per day
- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels
- Monitored premises, screened visitors, and updated logs to maintain security.

EDUCATION

06/2005

High School Diploma

Gabrielino High School - San Gabriel, CA