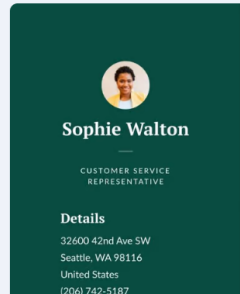


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### Profile

Dedicated Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction. Proven ability to establish and maintain excellent communication and relationships with clients. Adept in general accounting and finance transactions. Dedicated to identifying customer needs and delivering effective solutions to all problems. Excellent time management skills combined with a superior knowledge of the customer service industry. Bilingual, hardworking, and ready to join my next team.

### Employment History

Branch Customer Service Representative, AT&T Inc. , Seattle  
AUGUST 2014 – SEPTEMBER 2015

- Maintained up to date knowledge of products and services.

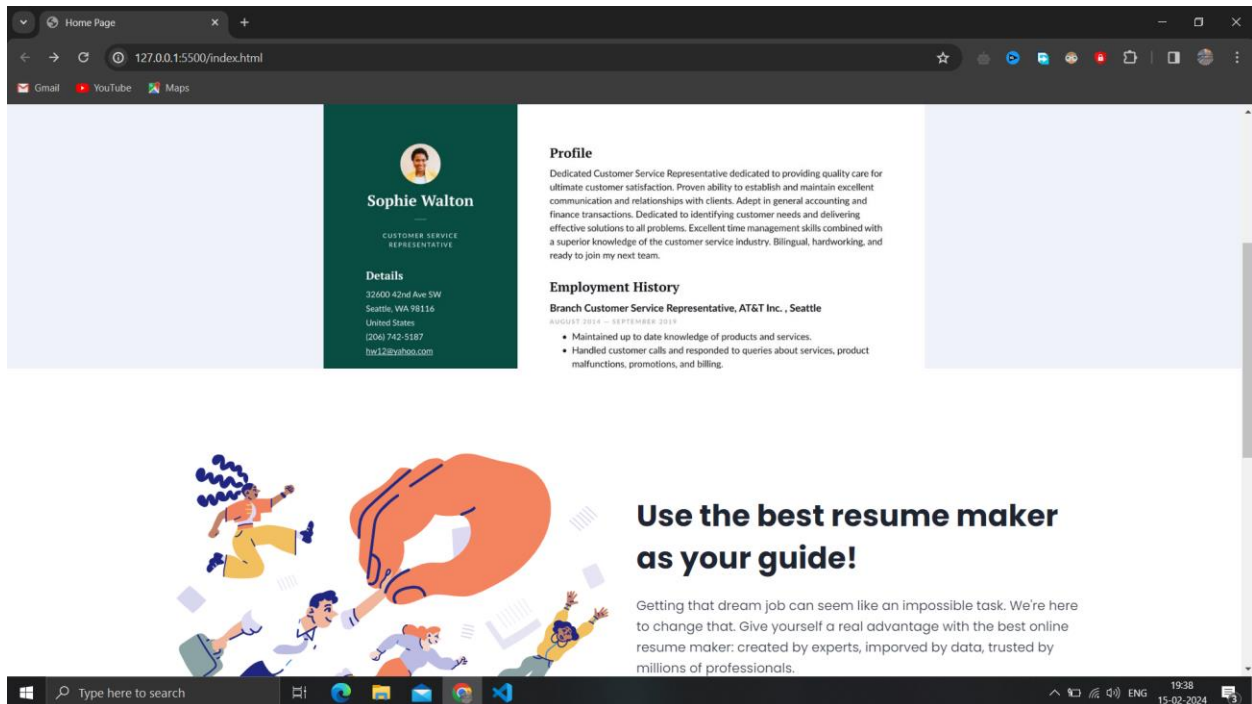


Figure.4.3.1 Home Page