



LINDSEY RUGG

Customer Service Representative

CONTACT



904.624.2911



LindseyWRugg@gmail.com

SKILLS

Analytical thinking, planning.

Accuracy and attention to details.

Organization and prioritization skills.

Problem analysis, use of judgment and ability to solve problems efficiently.

EDUCATION

Utah State University
Logan, UT
2012 - 2013

Florida Southern College
Lakeland, FL
2008 - 2009

Osceola High School
Kissimmee, FL
2008 Graduate

AWARDS

Star of Excellence Internet Sales
Award//2013
Centrurylink

Outstanding Customer
Service//2015
Cruise America

PROFILE

Experienced customer service professional with a background including data entry, sales, multi-line phone skills, and computer proficiency. Able to multi-task and use critical thinking to resolve complex billing issues. Reliable and responsible, working independently or on a team.

EXPERIENCE

Office Skills

- Superior telephone, customer service, and computer skills with proficiency in MS Word, Excel, and Powerpoint.
- Experience with managing money and essential math skills.
- Excellent organizational competence and filing skills.

Communication Skills

- Positive, friendly demeanor.
- Able to meet customer needs and exceed set sales goals by providing good customer care and utilizing selling techniques.
- Experienced with appointment setting and callbacks.

Management Skills

- Excellent time management skills to quickly and efficiently complete tasks.
- Experienced with inventory management and stocking capability.
- Designed and implemented training program for new employees.

EMPLOYMENT HISTORY

Cruise America // March 2015 - Present
Reservation Specialist // Mesa, AZ

D.R. Horton// July 2014 – Jan 2015
Design Administrative Assistant // Jacksonville, FL

Watkins Printing // Jan 2014 – June 2014
Store Associate // Logan, UT

Centurylink // Feb 2013 – Sept 2013
Customer Service Representative // North Logan, UT