

## CUSTOMER SERVICE REPRESENTATIVE

### Summary

My favorite part of working is being able to interact with people. I love to provide Customer Service and provide the best experience with the company. My personal experiences have made me realize I like to make a call or a store visit more worthwhile for the customer. My purpose is make what can be a boring or tedious task to be a better experience and make a happy and loyal customer. I mainly have worked in call centers and a little experience in sales and store customer service.

### Highlights

- High customer service standards
- Computer skills in power point, word, autocadd, chief architect, word spreadsheet, some Excel, internet, and intranet.
- Dedicated to process improvement
- Conflict resolution proficiency
- Devoted to data integrity
- Troubleshooting skills
- Proficient with Microsoft Office Suite
- Bilingual in Spanish
- Proficient in reading and writing in spanish
- Strong writing skills and comprehension in both English and Spanish

### Accomplishments

Managed call flow with up to