

CONSUMER SERVICES ADVOCATE

Career Overview

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

Core Strengths

- Strong organizational skills
- Seasoned in conflict resolution
- Active listening skills
- Energetic work attitude
- Telephone inquiries specialist
- Customer service expert
- Adaptive team player
- Visual merchandising proficiency
- Fashion knowledge
- Opening/closing procedures
- Telecommunication skills
- Invoice processing

Accomplishments

Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

Customer Interface

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.

Database Maintenance

- Assisted in the managing of the company database and verified, edited and modified members' information.

Product Sales

- Cross-sold services at a rate of 30%, upgrading customers to different plans and product packages.

Computed Data Reports

- Provided required weekly, monthly and quarterly reports listing sales figures and client track records.

Work Experience

Consumer Services Advocate

June 2014 to January 2015 Company Name - City , State

- Answered the phones, sent emails, placed orders, spoke with customers, went through troubleshooting tips, and trained new hires.
- Helped the company grow into a multi branded company.
- Cross-trained and provided back-up for other customer service representatives when needed.
- Computed accurate sales prices for purchase transactions.
- Developed highly empathetic client relationships and earned reputation for exceeding sales goals.
- Generated sales and inventory reports in Excel with data from a variety of sources, maintaining a 100% accuracy rate.
- Prepared and sold broad range of customized merchandise to individuals and commercial accounts.
- Guaranteed positive customer experiences and resolved all customer complaints.

Account Manager

January 2014 to June 2014 Company Name - City , State

- Answered the phones, made payments, spoke with customers, and contacted mortgage and insurance companies.
- Assisted my agent in surpassing his sales goal for the month by \$30,000.
- Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Developed new customer prospects or referrals.
- Executed outbound calls to existing customer base resulting in an increase in sales.
- Generated leads for new sales through telephone and email contact with customers.

Customer Service Representative

April 2013 to December 2013 Company Name - City , State

- I answered phones, scheduled appointments, went through troubleshooting tips, and communicated with warranty companies and insurance providers.
- Communicated all merchandise needs or issues to appropriate supervisors.
- Accurately logged all daily shipping and receiving orders.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Assisted customers with store and product complaints.
- Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.
- Worked under strict deadlines and responded to service requests and emergency call-outs.
- Developed highly empathetic client relationships and earned reputation for exceeding sales goals.
- Managed quality communication, customer support and product representation for each client.

Shipping and Receiving

August 2012 to April 2013 Company Name - City , State

- Answered the phone, shipped out and received all packages and car parts, and worked the front counter.
- Worked under strict deadlines and responded to service requests and emergency call-outs.
- Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders.
- Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax. Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.
- Successfully interacted with customers and retail buyers to expedite orders.
- Assisted customers with store and product complaints.
- Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service.
- Assisted customers in finding out-of-stock items.
- Developed new customer prospects or referrals.
- Communicated all merchandise needs or issues to appropriate supervisors.
- Accurately logged all daily shipping and receiving orders.
- Stocked and rotated inventory regularly.

Hostess and Server

June 2011 to August 2012 Company Name - City , State

- Greeted customers and showed them to their seats
- Placed orders for customers and served their food accurately and in a timely manner.
- Assisted customers with store and product complaints.
- Worked as a team member performing cashier duties, product assistance and cleaning.
- Prevented store losses using awareness, attention to detail and integrity.
- Guaranteed positive customer experiences and resolved all customer complaints.
- Replenished merchandise shelves with items from the stockroom.

- Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.

Seaman Recruit

May 2010 to June 2011 Company Name - City , State

- Fulfilled the responsibilities of a Seaman Recruit in US Navy basic training program.
- Selected to lay watch over entire division.
- Selected as Guidon for my division.

Educational Background

Associate of Science : Computer Science Southern University - City , State

- Continuing education in Computer Science

High School Diploma : Dance Alabama State University - City , State

- Continuing education in Dance and Computer Science
- Student body government representative

High School Diploma : Dance , 2008 Alabama School of Fine Arts - City , State

- Student body government representative
- 3.7 GPA

Skills

- Cash handling
- Shipping and receiving
- Careful and active listener
- Multi-tasking
- Professional and friendly