

LYRIELE BLANCHARD

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Professional Experience

Customer Service Representative, LVMH

June 2024 - August 2024

- Delivered exceptional service for luxury brand clients, ensuring customer satisfaction.
- Managed high-volume inquiries, resolving customer issues promptly and professionally.
- Utilized CRM software to track interactions, analyze data, and enhance service strategies.
- Developed in-depth product knowledge to provide accurate recommendations.

Data Entry Clerk, Sarcy Associates

September 2020 - April 2021

- Maintained and organized financial databases using Rentec and QuickBooks.
- Assisted in preparing financial reports, ensuring accuracy in data management.
- Communicated with tenants and vendors to resolve inquiries and facilitate transactions.
- Coordinated inspections and managed electronic filing systems for easy accessibility.

Associate Support Specialist, CartRover

October 2019 -

January 2020

- Provided technical support and troubleshooting for software integration issues.
- Collaborated with the engineering team to enhance website functionality based on customer feedback.
- Drafted support documentation and training guides for internal and external stakeholders.
- Managed a ticketing system to resolve customer inquiries efficiently.

Certifications and Additional Experience

- Google Professional Certificate in Digital Marketing and E-commerce
- TEFL Certificate (Teaching English as a Foreign Language)
- American Red Cross Lifeguarding Certification
- Cultural Immersion & Adaptability: One-year travel through Latin America, gaining linguistic and intercultural communication skills

Skills

- Administrative Coordination & Project Management
- Event Planning & Speaker Coordination
- Database & Financial Record Maintenance
- Customer Relations & Stakeholder Engagement
- Proficiency in Microsoft Office, QuickBooks, CRM Systems
- Basic Knowledge of SQL, Java, Python, JavaScript, C++

Education

San Francisco City College

(In Progress)

Computer Science Coursework

University of California, Santa Barbara

September 2021- June 2023

Bachelor of Arts in Global Studies

Santa Barbara City College

September 2018- June 2021

Associate of Arts in Global Studies

Outstanding Student Award - Department of Global Studies (2020-2021)
