

# Magali Maysonet

## Customer Service Representative

An enthusiastic client service specialist with 20+ years experience. With a friendly persona, I am able to determine client needs in order to advise on direction and solutions.

✉ Maggie21512@gmail.com

📞 (203) 243-1692

📍 Kissimmee, FL

## WORK EXPERIENCE

### Customer Service Representative CSG Solutions

05/2014 – 07/2019

Remote (At Home)

Financial Consulting Company

#### Achievements/Tasks

- Answer and direct phone calls, Manage large amounts of incoming calls
- Organize and schedule meetings and appointments
- Read from scripts, Greet customers warmly and ascertain problem or reason for calling
- Recording client information in CRM, Keep record of customer interactions, close out or open call records
- Call customers to verify account information or transfer consultants
- Handle changes in policies or renewals, Meet personal targets and call handling quotas
- Take payment information and other pertinent information such as addresses and phone number

### Lead Cashier Lowe's Home Improvement

01/2010 – 05/2014

Clermont, FL

#### Achievements/Tasks

- Handle cash, credit or check transactions with customers
- Scan goods and collect payments
- Ensure pricing is correct
- Issue change, receipts, refunds, or tickets
- Keep reports of transactions
- Greet customers when entering or leaving establishment
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
- Resolve customer complaints, guide them and provide relevant information
- Pleasantly deal with customers to ensure satisfaction

## EDUCATION

### Criminal Justice - Associates Degree Housatonic Community College

1989

Bridgeport, CT

## SKILLS

Exceptional Customer Service: Phone & Email

Complaint/Issue Resolution

Calm & Decisive Under Pressure

Well Organized/Time Management

Supportive Team Player & Leader

Knowledge of CRM Systems

Excellent Communication and Presentation

Ability to Multi-Task and Prioritize

Ability to Adapt/Respond to Different Types of People

Excellent Listener

Positive Attitude

Punctuality

Attention to Detail

Flexibility

Google Sheets and Google Docs

(PC) Computer Knowledge

Microsoft Office

Dependability

## LANGUAGES

English

Native or Bilingual Proficiency

Spanish

Native or Bilingual Proficiency