



Rutendo Heather Chigubu

Customer Service Representative



Personal Info

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Summary

- Passionate about promoting long-term customer satisfaction through quality service and unparalleled support. Expert in customer service best practices and related options. Dedicated Customer Service professional with experience in service delivery and proven multitasking abilities. Maintaining professional relationships is essential for increasing profitability and driving business results. Knowledgeable and dedicated customer service representative with extensive experience in the Type industry. Solid team player with an outgoing, positive demeanor and proven ability to establish rapport with clients. Motivated to keep customers satisfied and contribute to company success. Specialize in quality, speed, and process improvement. Articulate, energetic, and results-oriented, with an exceptional passion for building relationships, forming partnerships, and expanding businesses.



Work History

2021-02
- 2022-04

CUSTOMER SERVICE REPRESENTATIVE

Baines Medical Center, Harare, Zimbabwe

- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information
- Streamlined call center processes for improved efficiency and reduced wait times
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike
- Conducted training sessions for Customer Service Representatives on various aspects of the job including soft skills development, product knowledge enhancement, and procedural updates
- Fostered a customer-centric culture within the team by consistently reinforcing the importance of empathy, understanding, and patience in all interactions with clients
- Handled customer inquiries and suggestions courteously and professionally.
- Answered constant flow of customer calls with minimal wait times
- Processed customer service orders promptly to increase customer satisfaction..



Education

Social Work, Bachelor Of Social Science

UITM, Rzeszów



Skills

Complaint Handling

Complaint resolution

Customer Service

Follow-up skills

Multi-line phone talent

Problem-solving abilities

Software CRM system

Active Listening

Call Center Operations

Critical Thinking

Customer Relations.

Customer Relationship Management (CRM)

Order Processing

Service standard compliance



Software

Microsoft Office

CRM Software



Languages

English

Proficient C2