

Volunteer Volunteer Volunteer Rancho Cordova, CA A customer service -oriented and self-motivated individual with a special talent for providing superb customer service to the multicultural population. Well - spoken strong telephone skills. Demonstrated ability to excel in the fast-paced environment and thrive under pressure. Strong analytical and problem-solving skills. Enjoy exceeding customer expectations.

Work Experience Volunteer Hindu Temple of Atlanta - Atlanta, GA 2018 to 2018 Set chairs in the auditorium ? Greeted guests and provide information ? Arranged and filled offering baskets ? Distributed reading material during and before service ? Worked with Computer to add any services changes

Java Developer CVS Pharmacy - Woonsocket, RI August 2013 to December 2014 Java Developer Entergy - Little Rock, AR March 2013 to August 2013 Java Developer State of Connecticut - Camp Hill, PA September 2012 to March 2013 Java Developer Delta Airlines - Atlanta, GA March 2011 to September 2012 Customer Service Intern Southern Polytechnic State University - Marietta, GA June 2010 to 2011 Learned and understood the key concepts of customer care ? Utilized CRM software to resolve the complaints of customers ? Assisted customers to ensure a positive experience ? Handled and solved customers' problems

Administrative Intern Southern Polytechnic State University - Marietta, GA June 2010 to August 2010 Answered phones and greeted guests. ? Handled filing and records management. ? Greeted guests and provided information ? Cleaned and maintained the reception area. ? Scheduled appointments for the Business Development team.

Education Master's Degree in Information Technology in Information Technology Southern Polytechnic STATE UNIVERSITY - Marietta, GA 2011

Additional Information PROFESSIONAL SKILLS ? Proactive go-getter attitude ? Great phone etiquette ? Critical thinker ? Exceptional attention to detail ? Excellent presentation abilities ? Computer: Word, Excel, Internet, and E-mail ? Functional knowledge of POS and billing software

ADDITIONAL CAPABILITIES ? Excellent knowledge of attracting potential customers for business purposes ? Strong know-how of managing existing accounts regarding service and product knowledge ? Well versed in responding to customer requests in a time efficient manner ? Able to handle customer complaints according to company policies and protocols ? Excellent written and verbal communication skills ? Computer: MS Office Applications ? Exposure to and a high

tolerance for diverse cultures

Name: Christine Frey

Email: qscott@example.net

Phone: (402)340-8350