

Retail and Customer Service Retail and Customer Service Retail and Customer Service Troy, NY  
Offering skills in client management, data entry, help desk, and advertising, eager to leverage in a  
customer service position. Exceptional communication and organizational skills. Regularly goes  
above and beyond to ensure customer satisfaction. Work Experience Retail and Customer Service  
Davis Vision Insurance - Latham, NY 2015 to 2018 Successfully resolved client problems with web  
navigation and insurance benefits Utilized internal ticketing systems to log information Provided  
accurate information to clients about plans and processes to secure customer satisfaction  
Reviewed customer records to ensure changes were facilitated and adjusted where appropriate  
Powerhouse Gym - Yonkers, NY 2014 to 2015 Built relationships with new customers, matched  
and exceeded sales goals regularly Managed customer subscriptions and accounts ensuring  
accuracy Used patience and approved exceptions to deal with significant customer concerns  
Provided accurate information to clients about plans, pricing, and hours of operation Web Developer  
Servicebyte LLC - Ossining, NY October 2013 to 2015 Worked with clients on development of  
websites including areas of design, hosting, and function Troubleshoot problems and provided  
timely feedback to resolve complaints Kept up-to-date records of all conversations and  
transactions ensuring accuracy Served as lead developer on projects to produce websites and  
promotional designs Performed research and analytics on websites for visitor data, coding  
practices, and design trends Freelance Work June 2012 to 2015 Built relationships with clients and  
developed loyalty Went above and beyond to accommodate requests Provided input and  
expertise to assist selection in the design process Education Bachelor of Science in the Visual Arts  
in databases SUNY Purchase College - Purchase, NY June 2012 Skills HTML, PHP, CSS, jQuery  
Additional Information TECHNICAL SKILLS HTML, CSS, JS, JQuery, PHP

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