

Vanessa Adjei

Customer service representative

Montréal, QC

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WORK EXPERIENCE

Customer Service/Sales agent

GOT-JUNK - Toronto, ON -

July 2016 to May 2017

- Received inbound calls.
- Handled complaints and provided appropriate solutions.
- Met personal/team sales targets and handled quotas.
- Strong phone contact handling skills and active listening.

Customer service representative

IGT/Espace Jeux/PlayNow - Toronto, ON -

2016 to July 2016

2016

- Identified customer's needs, clarified information, researched every issue and provided solutions and/or alternatives.
- Managed large amounts of inbound calls and chats in a timely manner.
- Provided accurate, validated and completed information by using the right methods/tools.
- Handled complaints, provided appropriate solutions and alternatives within the time limits; followed up to ensure resolution.
- Kept records of all conversations in our call center database in a comprehensible way.
- Frequently attended educational seminars to improve knowledge and performance level.
- Met personal/customer service team sales targets and called handling quotas.
- Followed communication procedures, guidelines and policies.
- Took the extra mile to engage customers.

Customer Service Representative

McDonald Restaurant - Montréal, QC -

June 2011 to August 2015

- Handled customer complaints in polite and empathetic manner.
- Provided Brilliant communication and interpersonal skills.
- Performed workplace cleaning and maintenance tasks.

Customer Service Representative

PJC Jean-Coutu - Montréal, QC -

July 2015 to July 2015

- Balanced the cash register.
- Operated the "Loto-Québec" terminal.
- Re-stocked the shelves with merchandise.
- Processed the transactions with the customer.
- Offered an excellent customer service.
- Advised customers.
- Verified photo orders.

SKILLS

CUSTOMER SERVICE, RECEPTIONIST, RETAIL SALES, EXCEL, FAST LEARNER

ADDITIONAL INFORMATION

HIGHLIGHTS OF SKILLS

- Bilingual, fluent in French and English Languages
- Over 3 years of Customer Service
- Able to work well within a team environment or independently and to take a leadership role when required
- Able to work well under pressure
- Fast learner. Adaptable and flexible in challenging positions
- Proficiency with Microsoft Office, Excel and Good knowledge of Internet usage and other office equipment such as photocopier, scanner and fax machine