

POSITION DESIRED: Customer Service Representative

SUMMARY OF QUALIFICATIONS

- ✓ Highly professional Customer Service professional with 4 years of experience
 - ✓ Genuinely enjoy helping people
 - ✓ Highly skilled at finding creative ways to solve problems and maintain customer loyalty
 - ✓ Excellent communication and interpersonal skills
 - ✓ Computer literate and skilled in Microsoft Office
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EXPERIENCE

- Customer Service Representative** 2009-2011
ACME Research INC. - Baltimore, MD
- ✚ Responsible for gathering information for hospitals from recent patients about the care and level of service they received during their stay
 - ✚ Exceptionally skilled at capturing timely, relevant, and actionable information from former patients - affording client hospitals the opportunity to improve service, prevent problems, improve processes, and increase customer satisfaction
- Bar Back and Host** 2008
Joe's Cantina - Baltimore, MD
- ✚ Responsible for ensuring that all restaurant guests are greeted with a smile, seated and served in a timely manner, and enjoy a superior customer experience
 - ✚ Prepared drinks, washed glasses, maintained bar cleanliness, and assisted with inventory management
- Customer Service Representative** 2006-2007
ACME Dental - Baltimore, MD
- ✚ Delivered excellent customer service to customers by actively listening to understand their needs, then taking appropriate action to process their insurance claims in a timely fashion
 - ✚ Responded to customer disputes with empathy and professionalism and found creative ways to resolve issues and maintain high levels of satisfaction
 - ✚ Acknowledged as "A true customer advocate who genuinely seems to enjoy helping them"
- Cavalry Scout** 2009-Present
U.S. Army National Guard - Baltimore, MD
- ✚ Locate and gather intelligence on enemy forces through mounted and dismounted patrols, and perform direct action missions such as raids, ambushes, and demolition operations
 - ✚ Operate and maintain advanced weapons, communications, surveillance, and navigation equipment
 - ✚ Perform rescue, recovery, and support operations in response to national emergencies and natural disasters
 - ✚ Received the Maryland State Accommodation Reward and a personal letter of thanks from the Governor for outstanding performance in support of the 2010 snow storm
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EDUCATION

Student - University of Maryland - Pursuing Bachelors Degree in Business Management
High School Diploma, Damascus High School - Baltimore, MD (2007)