

# Melanie Robinson

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## Summary

Qualified Customer Service Representative with over 4 years in fast-paced customer service and call center environments. As a customer service representative I am personable good at building loyal relationships, solving problems, and Increasing Sales. I also excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.

## Skills

- International sales support
- Strategic sales knowledge
- Exceptional communication skills
- Stock records management
- Quality assurance and control

## Work history

**Customer Service Representative** – 04/2017 to 09/2018  
**BATS Global Markets Inc.**, Chicago

- Contact customer to follow up on purchases, suggest new merchandise and inform on promotions and upcoming events.
- Promote business as superior provider committed to efficiency and accuracy when engaging with customers.
- Answer product questions with up-to-date knowledge of sales and store promotions.
- Provide timely and effective replacement of damaged or missing products.

**Customer Service Representative** – 04/2015 to 09/2016  
**Foodspotting Inc.**, Chicago

- Assisted customers with food selection, inquiries and order customization requests.
- Answered average of 100 calls per day, addressing customer inquiries, solving problems and providing new product information.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Contacted customer to follow up on purchases, suggest new merchandise and inform on promotions and upcoming events.

## Education

Bachelor of Arts:  
Marketing Oregon State University - 2014