

# Latasha Downie

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## Career Overview

Dedicated customer service representative with motivation to maintain customer satisfaction and contribute to company success with more than three years experience.

## Core Strengths

- Fast learner with a wide range of practical skills
- Strong organizational skills
- Creative problem solver
- Computer literacy
- Energetic work attitude
- Developed listening skills
- Excellent communication skills
- Courteous demeanor
- Enthusiastic developer of good relations with clients
- Customer service oriented

## Accomplishments

### *Customer Service*

- Consistently received positive feedback from clients by developing long-term relationships with them.
- Handled various complaints while maintaining a positive attitude and demeanor.
- Calmed and rapidly resolved client conflicts to prevent company loss.
- Greeted clients upon entrance and assisted with any questions or concerns.

## Work Experience

### **Customer Service Representative**

06/2010 - 05/2011

Innovation First Notice

Springfield, Massachusetts

- Filing both commercial and personal insurance claims with superior customer service.
- Handled more than fifty calls per day to assist callers with various losses.
- Defused irate callers by establishing rapport.

### **Receptionist**

04/2008 - 06/2010

Northern Educational Services

Springfield, Massachusetts

- Interfaced with people from all walks of life, providing information about various community services and projects.
- Answered incoming calls with a pleasant tone to transfer to appropriate party.
- Greeted people entering the building to ascertain what each person wanted or needed.

## Educational Background

**Associates: Holyoke Community College – Administrative Professional Studies**

2013

**Holyoke, Massachusetts United States**

**High School Diploma: High School Of Commerce – General Studies**

2008

**Springfield, Massachusetts United States**