**Customer Service & Support Specialist**

**SUMMARY**

Customer-focused administrative professional offering service and office experience. Outstanding interpersonal and communication skills, verbal and written. Detail-oriented, focused, organized and adept at multitasking. Skilled in phone etiquette and utilizing learning resources in delivering excellent service.

**CORE SKILLS**

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| --- | --- | --- |
| World Class Customer Service | Call Center Operations | Proofreading |
| Troubleshooting/Problem Solving | Order processing | Reception |
| Microsoft Office Suite | Business-related Internet skills | Sales Strategies |

**HIGHLIGHTS OF PROFESSIONAL EXPERIENCE**

* Collected customer information with every transaction
* Provided an amazing, personalized shopping experience to each and every customer
* Understand customers needs and enjoy connecting them with the right solutions
* Team leader of other associates in customer service
* Verified quality of products through accuracy control
* Reconciled orders between customer and warehouse
* Processed orders to resolve complains via UPS shipping

**Employment**

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| --- | --- | --- |
| L.L.Bean, South Windsor CT | Customer Service / Cashier | 2007 - 2010 |
| A.C.Moore, Manchester CT | Customer Service / Lead Cashier | 2003 - 2007 |
| J.C.Penney, Manchester CT | Customer Service / Call Center | 2003 - 1995 |

**EDUCATION, TRAINING and VOLUNTEER WORK**

|  |  |  |
| --- | --- | --- |
| Goodwin College, CT | Administrative Medical Office Procedures | 2011 |
| Asnuntuck Community College, CT | Certificate Program Microsoft Office 2007 | 2011 |
| Toastmasters International Member | Training in effective oral communication | 2011 |
| Election Moderator Assistant | Public Service Award | 2003 - 2011 |
| Manchester Hospital | Volunteer office assistant | 2010 - 2011 |
| Manchester Community College | Business English classes | 2003 |