

# CURRICULUM VITAE

Position applying for: Customer Support Representative

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Date of Birth: 03. Sep. 1989

City of Birth: Berkeley, CA

Nationality: German, USA

Residence: Germany



## WORK EXPERIENCE

### OFFICE ASSISTANT

dm-drogeriemarkt GmbH, Karlsruhe 10/2008 - 04/2011

- Learned data entry and basic use of SAP database software.

### Call Center Agent

R+V Insurances, Karlsruhe 02/2011 - 05/2011

- Worked at the company's call-centre to offer existing customers new or up-graded products.
- Presentation of the products and explaining the benefits for the customer as well as politely responding to customer questions.

### Various Occupations

Fair-Job (employment agency) 08/2011 - 12/2012

### Call Center Agent

Walter Services GmbH, Ettlingen 01/2013 - 03/2016

- Provided telephone support for technical products.
- Communicate personalized solutions to ensure the customer can successfully use his/her equipment.
- Adapt the support style to fit the customer's role, personality and background.

### SALES ASSISTANT

Asta Development GmbH, Karlsruhe 03/2016 - 09/2017

- As a sales assistant, I contacted existing customers by phone to provide improved versions of the company's project management software.

### Call Center Agent

Walter Services GmbH, Ettlingen 11/2017 - to date

- Technical Customer Support for an international TV Broadcasting Company.

## EDUCATION

1996 - 1999 Karl-Nahgang-Schule (Grundschule), Dreieich

1999-2000 Curlew Creek Elementary School, Florida

2000-2006 Draisschule Karlsruhe, High School Degree

## TRAINING

2006-2008 Spend time in the USA to improve my English communication skills with friends and relatives.

2015 Received Certified Training as Specialist for Communications and Customer Service.

## SKILLS AND STRENGTH

Over 8 years of customer service experience.

Enjoy engaging with people.

Natural, positive attitude.

## Hobbies

Travelling

Photography

Fitness