





Elise Hall

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PROFESSIONAL SUMMARY

Motivated Customer Service Representative committed to providing high-quality service for superior guest experiences. Positive, infectious personality with excellent interpersonal and relationship-building skills, improving customer satisfaction and loyalty.

SKILLS

- CRM proficient
- Excellent customer care
- Methodical multitasking
- Outstanding verbal and written communication
- Complaint resolution
- Strategic sales knowledge

WORK HISTORY

CUSTOMER SERVICE REPRESENTATIVE *01/2018 to CURRENT*

Sydney Coffee Wholesalers | Sydney, NSW

- Ranked as most effective in CSR out of 20 representatives.
- Developed and implemented a rewards programme to give back to the community, effectively donating \$5000 annually.
- Created four new processes and systems for increasing customer service satisfaction.
- Improved retention by 20% through new product suggestions to customers requesting service cancellations.

RECEPTIONIST *01/2016 to 01/2018*

Ace Medical Practice | Sydney, NSW

- Welcomed approximately 50 patients per day with warmth and kindness, ensuring smooth booking and checking in processes.
- Prepared, compiled and filed upwards of 65 documents each day.
- Kept reception area clean and neat to give visitors a positive first impression of the practice.
- Monitored premises security, screened visitors, updated logs and issued passes.

EDUCATION

Accounting *2016*
Sydney University, Sydney, NSW