

RAYMOND ORTIZ

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A Customer Service Representative with three years of experience specializing in sales, communication, and client relations. Adept at delivering quality service to diverse customers and managing high call volumes efficiently to ensure satisfaction.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

West Light Florists, San Francisco, CA | October 2021 - Present

- ◆ Field in-person and telephone inquiries from more than 100 customers daily and identify solutions to resolve conflicts and ensure a high-quality customer experience
- ◆ Perform regular assessments regarding customer complaints and provide suggestions to improve customer satisfaction and retention by 15%
- ◆ Meet or exceed customer satisfaction goals month over month

STORE ASSOCIATE

Kohls Department Store, San Francisco, CA | September 2020 - October 2021

- ◆ Supported 20-40 customers daily, assisted in locating products, and finalized sales transactions
- ◆ Delivered support for regular and monthly inventory processes and reconciled stock levels to ensure accurate counts
- ◆ Managed customer returns and complaints with patience and understanding

EDUCATION

BACHELOR OF SCIENCE (B.S.)

University Of San Francisco, San Francisco, CA | September 2017 - May 2021

MARKETING

KEY SKILLS

- ◆ Call Center Operations
- ◆ Communication and Client Relations
- Customer Service
- Sales
- De-Escalation & Conflict Resolution