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OBJECTIVE

Trust-worthy individual with extensive experience seeking a customer service position to prove my skills to the company.

KEY QUALIFICATIONS

- Over two years of experience in customer service
- Effective communicator, attentive listener, patient, and diplomatic
- Highly skilled in representing employer intelligently and professionally
- Sincerely enjoy working with people and providing good customer service to the highest extend of satisfaction
- Good sense of humor

WORK EXPERIENCE

Baylor University Medical Center 2011-2012

Receptionist

- Provided comprehensive administrative support to managers and staff
- Greeted visitors and answered multi-line phone system screened calls, and referred callers to appropriate personnel as necessary
- Ordered supplies and acted primary point of contact with vendors

CMI Group 2013-2014

Customer Service Representative

- Answer inbound calls regarding existing accounts
- Respond to questions and concerns about service, and escalate calls appropriately
- Order refills on prescriptions for clients
- Consistently improve customer satisfaction through expert resolution of conflicts, issues, and concerns

Parkland Hospital 2014-2017

Environmental Tech

- Completes comprehensive training in housekeeping
- Won award and recognition for fastest discharge cleaner
- Daily interaction with patients, visitors, and staff
- Sanitation of patient rooms and other assigned areas of hospital

PFSWeb 2017-Present**Customer Service Agent**

- Take inbound calls for order placement
- Up sell and cross sell additional items
- Answer inquiries while maintaining and updating the customer database
- Maintain a sense of urgency in responding to the customer needs
- Be creative and go above and beyond when assisting our customers
- Accurate and efficient order entry and maintenance of customer files
Ask probing questions and overcome objections

EDUCATION

Lincoln High School 2011