

Contactgegevens

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Belangrijkste vaardigheden

Customer Service

Sales

Telecommunications

Languages

Dutch (Professional Working)

English (Full Professional)

German (Native or Bilingual)

Sarah Hohtari

Full Stack Web Development Student at Code Institute

Samenvatting

Passionate about Sales and Customer Service

Ervaring

Shopify

Customer Success Guru (D-A-CH Specialist)

december 2018 - Present

Ireland

The Customer Success Guru role supports merchants worldwide and we empower a diverse range of entrepreneurs around the world through live chats, phone calls, and emails.

In my role as a D-A-CH Specialist I predominantly communicate with merchants from Germany, Austria and Switzerland and assist in a wide range of queries in regards to taxes, GDPR and GoBD, the platform itself and tech issues.

Shopify

Customer Success Guru

mei 2018 - Present

Ireland

As Customer Success Guru I help empower a diverse range of entrepreneurs around the world through live chats, phone calls, and emails.

Zazzle

Customer Support Hero

februari 2017 - december 2017 (11 maanden)

Cork

Point of contact for customer queries and complaints

Apple

2 jaar 10 maanden

AppleCare Senior Advisor + Team Manager Apprentice

juli 2015 - september 2016 (1 jaar 3 maanden)

Cork

Escalation point for other groups and advisors.

Identification and escalation of emerging product or customer dissatisfaction issues, identification of opportunities for operational improvements. Provide complex support to Apple customers on Apple products, systems, peripherals and software.. Recovery and retention of Apple customers and communicating official positioning on company issues.

Empowered to use judgment when balancing company and customer needs.

Technical Support Advisor

april 2015 - juli 2015 (4 maanden)

Cork, Ireland

Provide basic to moderately complex support to Apple customers on Apple products, systems, peripherals and software Logging of calls from customers onto an Apple database and following escalation procedures to resolve problems or issues. Create and maintain strong, professional relationships with all of Apple's customers.

Customer Relations Advisor

december 2013 - april 2015 (1 jaar 5 maanden)

Cork, Ireland

Main responsibility is recovery and retention of Apple customers and communicating official positioning on company issues.

Other commitments are identification and escalation of emerging product or customer dissatisfaction issues, identification of opportunities for operational improvements and suggestion of improvement strategies.

Empowered to use judgment when balancing company and customer needs.

Teleperformance

Technical Support Representative

augustus 2013 - december 2013 (5 maanden)

Strategic Study Consulting

Project Manager

januari 2011 - augustus 2013 (2 jaar 8 maanden)

Heerenveen, The Netherlands

Support and advice for students from Germany who want to study in the Netherlands.

Opleiding

Code Institute

Diploma, Software Development · (2018 - 2019)

Saxion Hogeschool Deventer

International Business and Management Studies · (2012 - 2013)

Couven Gymnasium Aachen

Abitur