

TELEPERFORMANCE-VIVINT

OVERVIEW

Technical support for calls from Canada and United States. Sensors and electronic devices from Vivint smart home, security company and IoT.

MY LEARNING

1. **Effective Communication:** As a customer service agent, I had to be able to communicate effectively with customers, colleagues, and supervisors. Using clear and concise language, active listening skills, and the ability to explain complex information in simple terms.
2. **Customer Service Excellence:** A primary objective as a customer service agent was to provide customers with excellent service. This required a strong customer focus, patience, empathy.
3. **Problem-Solving:** I had to analyze customer issues and find effective solutions to resolve them. This requires creativity, critical thinking, and attention to detail.
4. **Time Management:** I needed to manage my time effectively to handle multiple tasks and priorities simultaneously.
5. **Teamwork:** Strong interpersonal skills, the ability to work effectively in a team, and a willingness to support my colleagues when needed.
6. **Adaptability:** Customer service can be unpredictable, and agents must be able to quickly adapt to circumstances. This requires flexibility, the ability to think on your feet, and a willingness to take on new challenges.
7. **Product Knowledge:** Strong understanding of the products and services I supported. This involved continuously learning about new products, understanding their features and benefits, and being able to explain them to customers in a clear and concise manner.

PERSONAL OBJECTIVE

- Practice the English language having direct contact with native English speakers.
- Develop experience in dealing with customers and technology issues.



Interaction
with Careginie
platform



Support +20
Vivint products



+3 months with
the best
metrics in the
CS team



+2000 calls
and
interactions
from USA and
Canada