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| |  | | --- | | OVERVIEWTechnical 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 objetive**- Practice the English language having direct contact with native English speakers.- Develop experience in dealing with customers and technology issues. | | |  |  | | --- | --- | | Salesforce - Wikipedia | Vivint - Apps en Google Play | | Interaction with Careginie platform | Support +20 Vivint products | | Teleperformance Tunisie - Photos | Facebook | Round Icon Of Canada And United States Of America Flags Vector Illustration  Isolated On White Background Stock Illustration - Download Image Now -  iStock | | +3 months with the best metrics in the CS team | +2000 calls and interactions from USA and Canada | | |  | |  | |