

Melanie Robinson

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Summary

Qualified Customer Service Representative with over 4 years in fast-paced customer service and call center environments. As a customer service representative I am personable good at building loyal relationships, solving problems, and Increasing Sales. I also excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.

Skills

- International sales support
- Strategic sales knowledge
- Exceptional communication skills
- Stock records management
- Quality assurance and control

Work history

Customer Service Representative – 04/2017 to 09/2018
BATS Global Markets Inc., Chicago

- Contact customer to follow up on purchases, suggest new merchandise and inform on promotions and upcoming events.
- Promote business as superior provider committed to efficiency and accuracy when engaging with customers.
- Answer product questions with up-to-date knowledge of sales and store promotions.
- Provide timely and effective replacement of damaged or missing products.

Customer Service Representative – 04/2015 to 09/2016
Foodspotting Inc., Chicago

- Assisted customers with food selection, inquiries and order customization requests.
- Answered average of 100 calls per day, addressing customer inquiries, solving problems and providing new product information.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Contacted customer to follow up on purchases, suggest new merchandise and inform on promotions and upcoming events.

Education

Bachelor of Arts:
Marketing Oregon State University - 2014