

Olivia Legrand

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Experienced customer service professional within many aspects of the customer service industry. With 6 years of experience I excel at communicating, resolving, and negotiating with all types of customers.

Work Experience

Sales Agent

Great Falls Marketing - Portland, ME

November 2018 to Present

- Delivered excellent customer service with all client interactions
- Always within top 5 of sales chart
- Enlightened potential customers on on going sales & initiated sales through sale tactics learned in training

Customer Service Specialist

Domino's

2017 to 2018

- Planned timely deliveries as efficiently as possible
- Educated customers of ongoing promotions

Hilton Garden Hotel Front Desk

2016 to 2017

- Engaged potential clients and resolved any guest issues
- Developing a positive oriented atmosphere for potential customers
- Checked guests in and out via face to face and through phones

David's Bridal

2015 to 2016

- Performed outstanding customer service to engage clients.
- Exceeded sales goals through generating leads with up-selling.
- Processed customer payments via cash, check and credit cards.

Hannaford Associate Clerk

2013 to 2015

- Developed special sales displays and maintained existing displays
- Rendered assistance to customers with questions regarding products
- Maintained inventory

Education

Nursing

Southern Maine Community College - Portland, ME

January 2014 to December 2015

Some college**Skills**

CUSTOMER SERVICE, PROBLEM-SOLVING, Empathy (6 years), Negotiation (4 years), Sales (5 years), Communications (6 years), Customer Relations (6 years), CSR, Customer Care, Call Center, Customer Support

Additional Information

Acquired Skills

Customer Service - Concise Communication

Empathy - Positive Attitude

Problem-Solving Skills -Product Knowledge

Ability to negotiate -Attention to detail - Ability to multi-task