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### ***PROFILE***

A seasoned 'hands-on' Customer Service Representative with 10 years of Knowledge/experience in a diverse Call Center environments with exceptional Customer service and communication skills.

### **PROFESSIONAL EXPERIENCE**

#### ***RR Donnelley***

##### **Position: Customer Service Team Leader (June 2016 – Present)**

- Provide assistance/support to other areas of business
- Manage call and email escalation
- Approve, manage and lead training for team members
- Set clear team goals and targets and assist team members in achieving the according to established products
- Prepare and present performance appraisals for Customer Service Representatives
- Motivate team members to perform optimally, ensuring that they work towards total customer satisfaction.
- Was involved in the interviewing/hiring process.
- Manage department expenditures – (office supplies and equipment)
- Act as point of contact in Call Center Managers absence

##### **Position: Customer Service Representative (June 2007 – June 2016)**

- Proficient in providing information and sell items over the phone, provide services to clients
- Well versed in identifying customer needs and able to offer a solution quickly
- Expert in using the company's database software for data entry purposes
- Answer inbound calls
- Make outbound calls to potential clients in order to sell the company's products
- Up-sold services to existing customers
- Perform data entry services for the company in regards to typing in customer information, account numbers, contracts.
- Handle the company's website processing orders and registering new users.
- Generated tickets for problems that cannot be resolved over the phone

### **CAREER RELATED SKILLS**

- Remarkable supervisory experience in call center
- Expertise in providing and receiving coaching and feedback
- Good understanding of call center operations
- Ability to review departmental processes and work flows with view of improving efficiency
- Proficient in MS Office Suite (Word, Outlook, Excel, PowerPoint)

- Exceptional leadership, management and motivation skill
- Customer orientation
- Result-oriented
- Computer and the Internet trained

### ***Try-it Distributing***

Position: Merchandiser / Sales Representative (May 2000 - August 2006)

- \* Team leader
- \* Maintain customer records, using automated systems.
- \* Select the correct products or assist customers in making product selections, based on customers' needs, product specifications, and applicable regulations.
- \* Change or rotate window displays, interior display areas, and signage to reflect changes in inventory or promotion.
- \* Consult with advertising and sales staff to determine type of merchandise to be featured and time and place for each display.
- \* Plan commercial displays to entice and appeal to customers.
- \* Place prices and descriptive signs on backdrops, fixtures, merchandise, or floor.

### ***Localnet***

Position: Customer Service Representative (March 1998 - April 2000)

- \* Confer with customers by telephone or in person to provide information about products and services, to take or enter orders, cancel accounts, or to obtain details of complaints.
- \* Refer unresolved customer grievances to designated departments for further investigation.
- \* Determine charges for services requested, collect deposits or payments, or arrange for billing.
- \* Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- \* Check to ensure that appropriate changes were made to resolve customers' problems.
- \* Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.

### ***References upon request.***

### ***EDUCATION***

Seneca Vocational High School  
Buffalo, New York

Electrical, June 1995 \* Classes included advanced Math. Excellent attendance record. Superior communication skills. Graduated in top 10 percent of class.

### ***ADDITIONAL SKILLS***

- \* Good written and verbal presentation skills. Use proper grammar and have a good speaking voice.
- \* Able to get along well with co-workers and accept supervision. Received positive evaluations from previous supervisors