



## Sophie Walton

CUSTOMER SERVICE  
REPRESENTATIVE

### Details

32600 42nd Ave SW  
Seattle, WA 98116  
United States  
(206) 742-5187  
[hw12@yahoo.com](mailto:hw12@yahoo.com)

### Skills

Excellent Communication Skills

Troubleshooting Skills

Multitasking Skills

Mediation and Negotiation Skills

Marketing Strategies

Marketing Strategies

## Profile

Dedicated Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction. Proven ability to establish and maintain excellent communication and relationships with clients. Adept in general accounting and finance transactions. Dedicated to identifying customer needs and delivering effective solutions to all problems. Excellent time management skills combined with a superior knowledge of the customer service industry. Bilingual, hardworking, and ready to join my next team.

## Employment History

### Branch Customer Service Representative, AT&T Inc. , Seattle

AUGUST 2014 – SEPTEMBER 2019

- Maintained up to date knowledge of products and services.
- Handled customer calls and responded to queries about services, product malfunctions, promotions, and billing.
- Worked to address all customer concerns in a timely and effective manner.
- Handled large volume of calls on a day to day basis with a sense of calm and good work ethic.
- Developed successful tactics to sell products and services to customers.
- Worked to understand the needs of each customer.

### Customer Service Representative, Gold Coast Hotel, Seattle

AUGUST 2012 – AUGUST 2014

- Greeted customers with enthusiasm and a delightful and helpful attitude.
- Provided guests and potential guests with up to date information about hotel and promotional offerings.
- Effectively sold rooms to walk-in customers.
- Responded to guest complaints in a professional and effective way.
- Processed payments and informed hotel staff of room status and availability.
- Provided superiors with work logs, demonstrating accountability.

### Customer Sales Representative, Macy's, Bellevue

OCTOBER 2010 – MAY 2012

- Greeted customers in a friendly and helpful manner.
- Provided high quality customer service to customers.
- Handled sales transactions and returns in a timely manner.
- Answered all questions regarding products and promotions.
- Aimed to keep customers satisfied and returning to Macy's.

## Education

### Bachelor of Communications, University of Seattle, Seattle

AUGUST 2007 – MAY 2011

- Graduated with High Honors.

### High School Diploma, Hartwick High School, Hartwick

SEPTEMBER 2003 – MAY 2007

## References

### Marissa Leeds from Gold Coast Hotel

[mleeds@goldcoast.com](mailto:mleeds@goldcoast.com) | 732-189-0909

### George Kenny from AT&T

[gkenny@att.com](mailto:gkenny@att.com) | 888-897-0221