

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

Customer service

Product knowledge

Teamwork

Communication

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