

Kathy Celestine

Customer Service Representative

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Cambridge, MA

978-487-3342

LinkedIn - <https://www.linkedin.com/in/kathy-celestine/>

Twitter - <https://twitter.com/kathycelestine/>

PROFESSIONAL SUMMARY

A professional with over 5+ years of experience in Sales, Tech Support and Customer Service Skills. Recognized as the #01 Customer Service Rep in 2019 and 2020 respectively. Increased the sales growth of the company by 8% using Lead Generation and Sales Tracking Methods.

WORK EXPERIENCE

Customer Service Representative
California Marketing Group - MI, USA

Jan 2018 - Jun 2021

- Handled 100+ calls daily and served their queries with proper solutions.
- Received an average customer satisfaction rate of around 95%, which is 10% higher than the company average.
- Increased sales by 25% over the targeted total sales in 2020 by providing a professional service to customers.
- Trained 10+ Junior Customer Service Representatives on how to handle customers over the phone.

Client Service Representative
Digital Library - NY, USA

Mar 2016 - Dec 2017

- Set up new clients to use online internet portal for ordering.
- Developed client relationships and received multiple complimentary emails of exemplary service.
- Maintained professional relationships with client contacts to ensure top-notch customer service was delivered.
- Performed client service functions including execution of daily financial transactions, issue/problem resolution, client education and account maintenance.

Inbound Customer Service Agent
Draper - UT, USA

Invalid date - Invalid date

- Answered all customer calls promptly and professionally.
- Documented and update customer records based on interactions.
- Work as a team player and uphold the company's standards of professionalism and integrity.

EDUCATION

Bachelor In Business Management
Manhattanville College - New York

Jan 2012 - Dec 2015

SKILLS

- | | | | | |
|--------------------|--------------------------|---------------------|-----------|-------------------|
| • Active Listening | • Problem Solving | • Decision Making | • Empathy | • Tolerance |
| • Computer Skills | • Microsoft Office Suite | • LiveChat | • Zendesk | • Problem Solving |
| • Language Skills | • Negotiation | • Persuasion Skills | • Typing | • Mathematics |

CERTIFICATES

- Certified Customer Service Professional (CCSP) (Jul 2021)
- Certified Customer Experience Professional (CCEP) (Nov 2018)

Customer Service Representative

Resume Example by: cresuma.com

Resume Templates For Customer Service Representatives

HEBooks



Resume Templates For Customer Service Representatives:

The Complete Book of Resumes Karen Schaffer, 2005-11-01 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resumes and the kind of structure and language that will get an employer s immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you re starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You re just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience AI-Augmented Customer Support Representative HEBooks, Tired of getting buried under repetitive tickets endless FAQs and frustrated customers Welcome to the future of customer support where AI isn t replacing you it s empowering you In AI Augmented Customer Support Representative you ll discover how to harness artificial intelligence as your ultimate sidekick not your competitor From automating routine tasks to delivering hyper personalized experiences and preventing issues before they escalate this book gives you the tools techniques and confidence to work smarter not harder No coding skills No tech background Just real world strategies for real support pros who want to reduce burnout boost efficiency and future proof their careers in a world that s moving fast Whether you re on live chat email or managing a helpdesk this guide will show you how to become an AI savvy standout the kind of rep who doesn t just survive change but leads it Inside You ll Learn How AI is reshaping support and why it s good news for you Tools like Zendesk Intercom and Jasper explained simply Automate FAQs sort tickets and generate responses in seconds Train bots interpret analytics and collaborate with tech teams Stay ethical empathetic and indispensable in an AI driven world Don t get left behind Don t waste time Level up your skills reduce your stress and deliver service excellence with AI as your ally Your career upgrade starts here *iPads® in the Library* Joel A. Nichols, 2013-06-13 Looking for a programming guide for computer tablet use in the library setting This book provides detailed plans and instructions with specific literacy goals for child teen and adult audiences exactly what librarians seeking to integrate iPad and other tablet use into their programs need Tablet computers are fast becoming a ubiquitous technology These devices also represent a unique opportunity for librarians and teachers because they are relatively affordable easy to configure and maintain and highly adaptable Written by a practicing digital literacy instruction librarian who is also a trained children s librarian this book offers 50 practical programming scenarios that librarians can use to integrate iPads or other tablet devices into their programming offering different plans for toddlers and pre K child school aged patrons teenagers adults and even seniors The plans provide easy to follow step by step instructions and are designed to be easily adaptable to serve specific audiences The

book serves as a unique resource that helps librarians address digital literacy and bridge the digital divide by focusing on and catering to the needs of many age groups Author Joel A Nichols also provides annotated lists of apps that present librarians new to tablet computing simple and effective ways of integrating an iPad into their programs The McGraw-Hill Guide to Writing a High-Impact Business Plan: A Proven Blueprint for First-Time Entrepreneurs James Arkebauer,1994-09-01 Packed with features this guide to writing business plans shows readers how to turn their entrepreneurial dream into a reality by writing a business plan that will get them the financing and support they need to get a new business going It includes a directory of new and little known money sources high impact points special tips and ideas and a free disk offer featuring sample business and financial spreadsheets **Expert Resumes for Career Changers** Wendy S. Enelow,Louise Kursmark,2010 The down economy has prompted millions of people to consider changing jobs or industries to stay employed A major obstacle these people face is to write a resume that effectively connects their skills and experience to new opportunities Expert Resumes for Career Changers shows people who are transitioning from one career to another how to do just that This book features a collection of outstanding professionally written resumes designed for people transitioning into a new career In addition to 180 pages of sample resumes this book provides winning job search strategies sound resume writing advice and tips for creating and using electronic resumes New content for this edition includes completely updated resumes a new chapter on writing cover letters and a collection of cover letter samples Job Coach-Life Coach-Executive Coach-Branding-Letter & Resume-Writing Service Anne Hart,2005-10-07 Here s how to start your personal service business Develop an icon logo and motto for your coaching clients As a job or career coach an executive coach or a life coach you will be presenting and classifying your client s competencies writing resumes cover letters and creating a wide variety of business correspondence including sales letters news releases and direct mail copy You will be planning events for your clients and their prospective employers You ll need to really work a room to find clients as well as niches or jobs for clients when networking at professional associations and trade shows Most frequently you ll be asked to write evaluate and repackage resumes cover letters and other summaries of qualifications of your clients A resume is a summary of qualifications A career coach helps clients find success by taking step by step detailed concrete strategies that solve specific problems get results and reach a defined goal A resume writing business online can be combined with a career coaching enterprise The steps are outlined here for you to follow in chronological order to open and operate a resume writing service business and also a career coaching enterprise online from your home mobile location or office You can telecommute online and still help people find direction by offering information training or consulting services Here s how to open an online business at home presenting and packaging your clients competencies Make your living writing resumes business letters and being a job coach Help clients obtain appoints for interviews that may eventually lead to finding work Write and repackage resumes and all types of business correspondence from cover letters and follow ups to direct mail or trade show sales letters

Gallery of Best Resumes for People Without a Four-Year Degree David F. Noble, 2005 Professional resume writers from across North America and the English speaking world submitted thousands of sample resumes and only the very best made it into the Gallery of Best Resumes for People Without a Four Year Degree All are eye catching one of a kind resumes that will help you land more job interviews The Gallery includes examples of chronological functional combination and electronic resumes Book jacket

Word 2003 on Your Side ENI Publishing, 2004-04

Race, Gender, Sexuality, and Social Class Susan J. Ferguson, 2023-06-08 Race Gender Sexuality and Social Class Fourth Edition is an anthology of readings that explores the ways these social statuses shape our experiences and impact our life chances in society today Organized around broad topics identity power and privilege social institutions etc rather than categories of difference race gender class sexuality to underscore the idea that social statuses often intersect with one another to produce inequalities and form the bases of our identities in society The text features readings by leading experts in the field and reflects the many approaches scholars and researchers use to understand issues of diversity power and privilege Included with this title LMS Cartridge Import this title s instructor resources into your school s learning management system LMS and save time Don t use an LMS You can still access all of the same online resources for this title via the password protected Instructor Resource Site

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Power Platform and the AI Revolution Aaron Guilmette, 2024-05-31 Unlock the untapped potential of ChatGPT CoPilot and Azure AI services by integrating them with the Microsoft Power Platform Key Features Gain insights into the latest AI technologies and their business applications Use generative AI to build apps workflows and chatbots Learn how to integrate AI services to automate work and deliver apps for specific business needs Purchase of the print or Kindle book includes a free PDF eBook Book Description In this AI era employing leading machine learning and AI models such as ChatGPT for responding to customer feedback and prototyping applications is crucial to drive business success in the competitive market This book is an indispensable guide to integrating cutting edge technology into business operations and leveraging AI to analyze sentiment at scale helping free up valuable time to enhance customer relationships Immerse yourself in the future of AI enabled application development by working with Power Automate Power Apps and the new Copilot Studio With this book you ll learn foundational AI concepts as you explore the extensive capabilities of the low code Power Platform You ll see how Microsoft s advanced machine learning technologies can streamline common business tasks such as extracting key data elements from customer documents reviewing customer emails and validating passports and drivers licenses The book also guides you in harnessing the power of generative AI to expedite tasks like creating executive summaries building presentations and

analyzing resumes You'll build apps using natural language prompting and see how ChatGPT can be used to power chatbots in your organization By the end of this book you'll have charted your path to developing your own reusable AI automation patterns to propel your business operations into the future What you will learn Interact with ChatGPT using connectors and HTTP calls Train AI models to identify the key elements of documents Use generative AI to answer questions about organizational content Leverage AI image recognition services to describe pictures Use generative AI tools to help build workflows and apps Build chatbots using the new Copilot Studio Analyze customer feedback using AI sentiment analysis tools such as AI Builder Who this book is for If you're interested in exploring the capabilities of modern AI technologies in the workplace this book is for you Specially tailored for IT professionals developers business leaders human resources administrators managers and entrepreneurs anyone aspiring to become a productivity rockstar will find this book helpful for extending their skill set through hands-on exercises The content is beginner friendly assuming no knowledge of machine learning or artificial intelligence concepts making it a perfect starting point for newcomers to the field *Friends First* Angela Lam, 2020-06-10 Maddy Strong doesn't like to be alone but a weight loss boot camp is not her idea of a good time Working out and counting calories is a test she's bound to fail especially when paired with fitness focused Greg as a workout partner Health conscious Greg Power is desperate to end his night terrors While he doubts his therapist's prescription of exhausting his body and reprogramming his mind he is willing to try anything During their workouts they uncover a deep connection But when their friendship blossoms into love they discover possibilities neither have ever considered Faced with the biggest decision of their lives who will they choose **Computing Fundamentals** Faithe Wempen, 2014-11-26 The absolute beginner's guide to learning basic computer skills Computing Fundamentals Introduction to Computers gets you up to speed on basic computing skills showing you everything you need to know to conquer entry level computing courses Written by a Microsoft Office Master Instructor this useful guide walks you step by step through the most important concepts and skills you need to be proficient on the computer using nontechnical easy to understand language You'll start at the very beginning getting acquainted with the actual physical machine then progress through the most common software at your own pace You'll learn how to navigate Windows 8.1 how to access and get around on the Internet and how to stay connected with email Clear instruction guides you through Microsoft Office 2013 helping you create documents in Word spreadsheets in Excel and presentations in PowerPoint You'll even learn how to keep your information secure with special guidance on security and privacy Maybe you're preparing for a compulsory computing course brushing up for a new job or just curious about how a computer can make your life easier If you're an absolute beginner this is your complete guide to learning the essential skills you need Understand the basics of how your computer works Learn your way around Windows 8.1 Create documents spreadsheets and presentations Send email surf the Web and keep your data secure With clear explanations and step by step instruction Computing Fundamentals Introduction to Computers will have you up and running in no time The

Complete Guide to Resume Writing M. Sarada,2005-10-01 **Computerworld** ,1996-10-07 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network *Design and Develop Text Documents (Word 2002)* Cheryl Price,Julia Wix,2003 Cover Letters, Follow-Ups, Queries & Book Proposals Anne Hart,2004-04-22 Once your cover letter is positioned first to be noticed then how do you position the letters to be noticed for the longest time in a number of situations What kind of thank you letters work best How do you ask for help in finding a job from a letter to a stranger acquaintance or business networking contact How do you write a cover letter that will never be misinterpreted as a sales pitch or autobiography How do you plan write and format an outstanding book proposal that lets the reader see the bottom line profit for the publisher Positioning your goal or project first means going where no one has gone before It s where the competition is missing Go where no one else has gone before when you plan write and format great cover letters follow up letters and book proposals Cover and follow up letters or proposals could be applied to book proposals book proposal cover letters written marriage proposals pre nuptials and courting Cover letters could apply to love letters letters to friends and relatives business contacts at trade shows or literary agents Competing on Talent in Today's Business World Pradeep Sahay,2018-07-26 It is currently an exciting time for organizations with regard to the recruitment of talent The business and organizational pressures for finding and hiring the best people could not be greater Recruitment has not changed as a process a vacancy still needs a suitable hire However the landscape tools technologies behaviors and expectations regarding how an organization approaches sourcing and acquiring talent are changing rapidly This book chronicles one organization s journey as it goes about re orienting the focus of its talent acquisition capability from the current reactive process to a strategic and proactive program capable of consistently sourcing and recruiting the very best people available Forward looking companies are seizing this opportunity to create a true competitive advantage in talent sourcing and acquisition They are focusing on fine tuning the fundamentals while devoting increased time and planning to the more strategic areas of talent acquisition including workforce planning and strategic sourcing Their best in class approaches elevate recruitment from a transactional short term focused activity to a strategic integrated long term approach that optimizes their investments in people This book articulates both the challenges and the response options that confront organizations as they compete for talent in this fast changing business climate The initial sections here provide a macro view on the changing work landscape and how recent trends and developments around technology and innovation are impacting the discipline of Talent Acquisition The book is designed as a running case study profiling the best practices in recruiting Drawing on both primary and secondary research it adapts and learns from the best practices of high impact business functions such as a lean supply chain analytics process re engineering sales and marketing and discusses the leading academics and practitioners in this regard As

such this book will elevate awareness and discourse on the topic and will help concretize a roadmap for organizations looking to revisit and re invent their talent acquisition philosophies and practices as they compete for talent in today s world

Network World ,2001-03-26 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce Grid Computing Lizhe Wang,Wei Jie,Jinjun Chen,2018-10-03 Identifies Recent Technological Developments Worldwide The field of grid computing has made rapid progress in the past few years evolving and developing in almost all areas including concepts philosophy methodology and usages Grid Computing Infrastructure Service and Applications reflects the recent advances in this field covering the research aspects that involve infrastructure middleware architecture services and applications Grid Systems Across the Globe The first section of the book focuses on infrastructure and middleware and presents several national and international grid systems The text highlights China Research and Development environment Over Wide area Network CROWN several ongoing cyberinfrastructure efforts in New York State and Enabling Grids for E science EGEE which is co funded by the European Commission and the world s largest multidisciplinary grid infrastructure today The second part of the book discusses recent grid service advances The authors examine the UK National Grid Service NGS the concept of resource allocation in a grid environment OMIIBPEL and the possibility of treating scientific workflow issues using techniques from the data stream community The book describes an SLA model reviews portal and workflow technologies presents an overview of PKIs and their limitations and introduces PIndex a peer to peer model for grid information services New Projects and Initiatives The third section includes an analysis of innovative grid applications Topics covered include the WISDOM initiative incorporating flow level networking models into grid simulators system level virtualization grid usage in the high energy physics environment in the LHC project and the Service Oriented HLA RTI SOHR framework With a comprehensive summary of past advances this text is a window into the future of this nascent technology forging a path for the next generation of cyberinfrastructure developers

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