

Title

Full Name

[Street, City, State, Zip] | [Phone] [Email Address]

CUSTOMER SERVICE

■ **Objective** – Obtain a position as customer service representative, where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company's brand name.

1 Key Skills and Qualifications

Problem Analysis | Problem Solving | Organizational Skills
Customer Service Orientation | Adaptability | Initiative
Strong Interpersonal-Communication skills

- Knowledge about customer service applications and administrative procedures.
- Languages – Fluent in English, Spanish and Portuguese
- Relevant customer service courses
- High school diploma

2 Work Experience/Background

Customer Service Representative [Company] Miami, FL 2009 – Present

- Responded promptly and answered/resolved customer inquiries and complaints.
- Investigated and resolved service issues and/or product problems.
- Managed customers' database accounts, performed customer verification and processed applications, orders and requests.
- Worked with administration: forwarded requests and unresolved issues to the designated resource by communicating and coordinating with internal departments.
- Kept records of customer interactions and actions taken, including – transactions, comments, inquiries and complaints.
- Supplied customers with written responses and information and followed up on customer communications.

Customer Service Representative [Company] Miami, FL 2005 – 2009

- Communicated directly with customers by phone, electronically or face to face.

Resume Skills Abilities Customer Service

Yi-Tong Ma



Resume Skills Abilities Customer Service:

Decoding **Resume Skills Abilities Customer Service**: Revealing the Captivating Potential of Verbal Expression

In a period characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its capability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Resume Skills Abilities Customer Service**," a mesmerizing literary creation penned by way of a celebrated wordsmith, readers attempt an enlightening odyssey, unraveling the intricate significance of language and its enduring impact on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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