

MARCELINE BROWN

CUSTOMER SERVICE REPRESENTATIVE

Summary

Energetic and detail oriented Customer Service Representative with 5 years of experience in providing excellent customer service. Have a strong knowledge of the real meaning of great customer service and have a strong ability to develop an in-depth understanding of companies` product line.

Core Skills

- Zendesk, Kayako, and Parcel Audit
- Self-Control
- Persuasive Speaking
- Clear Communication Skills
- Attentiveness
- Knowledge of the Product
- Ability to 'read' customers
- Tenacity
- Empathy
- Ability to handle surprises
- Goal-oriented focus

Contact Details

Landline: 123-456-7890

Mobile: 123-456-7890

Email: hello@resumesbot.com

LinkedIn: @resumesbot

Office: 123 Anywhere Street, Any City,
State

Experience

CUSTOMER SERVICE REPRESENTATIVE

United States Postal Service, 2019-2020

- Answered incoming customer service calls
- Provided accurate, valid and complete information by using the right methods/tools
- Answered questions about warranties and terms of sale
- Recommended items for sale to customer and recommended trade-up and companion items
- Registered customer purchases on assigned cash register, collected cash and distributed change as requested; processed voids, returns, rain checks, refunds, and exchanges as needed

CUSTOMER SERVICE ASSOCIATE

ALDI, 2016-2019

- Answered product questions and concerned by clarifying the customers situation, determining the cause of the problem; selected and explained the best solution
- Built sustainable relationships of trust through open and interactive communication
- Ensured compliance with state and local laws regarding regulated products (e.g., alcoholic beverages and tobacco products)
- Offered support and solutions to customers

Education

UNIVERSITY OF BEECHOVE

ME in School Counseling, 2014-2018