



PROFESSIONAL EXPERIENCE

Call Center Representative

U-Hauls, Los Angeles, CA | July 2019–Present

- Handle 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction
- Memorized all company products and services to be able to answer customer questions quickly and efficiently and increase upsells
- Collect source data such as customer names, addresses, phone numbers, credit card information for over 1000 customers and enter data into customer service software
- Trained 4 new employees in customer service script recitation, conflict resolution, and data entry practices
- Proficient in video conferencing platforms such as Zoom, Hangouts, and Skype, able to communicate with customers across a variety of channels

Waiter

Andolini's Pasta, Columbia, SC | February 2017–July 2019

- Developed expert knowledge of food and drink pairings, memorizing over 200 types of cocktails, wines and spirits
- Improved use of upselling techniques to increase sales by an average of \$10 per ticket
- Trained 3 new hosts and waiters in customer service, seating, and menu items as well as opening and closing duties
- Answered customer complaints with quick solutions, ensuring customer satisfaction



EDUCATION

University of South Carolina,
Columbia, SC | December 2016

Bachelor of Arts, English



RELEVANT SKILLS

Microsoft Office Suite

Video conferencing software

70 WPM typist

Spanish

Customer service

Adaptability

Verbal communication

Interpersonal skills

Problem-solving