

## Summary

Driven and personable Customer Solutions Specialist with over 6 years of experience interfacing with clients. Dedicated and outside-the-box strategic thinker with expertise in customer relationship management, conflict resolution, time management, document control and leadership.

## Skills

- Service support
- Customer service excellence
- Payment processing
- Quality assurance
- Call center experience
- Customer service
- Business development understanding
- High-energy attitude
- Conflict mediation
- Technologically savvy
- Inbound and outbound calling
- Product organization
- Stockroom procedures

## Experience

Progressive

March 2019 to Current

Customer Care Specialist

Mayfield Height, OH

- De-escalated customer issues with proven conflict mediation and problem-solving abilities.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Processed customer account changes.
- Evaluated customer account information to assess current issues and determine potential solutions.
- Documented conversations with customers to track requests, problems and solutions.
- Resolved billing and service issues for service customers.

Nestle Research and development

November 2015 to March 2019

Culinary Assistant

Solon, OH

- Supported special events by coordinating kitchen resources and menu plans.
- Managed food and kitchen supplies, including receiving orders, restocking stations and requesting new items.
- Cleaned stockrooms, coolers and freezers regularly and rotated supplies to prevent spoilage.
- Ability to work in a fast-paced environment and handle multiple priorities.

Cleveland Metroparks Zoo

March 2012 to March 2016

Sales Lead

Cleveland, OH

- Promoted accessories and cross-sold additional products and services through use of active persuasion.
- Managed cash register operations using POS system, including processing sales and returns.
- Engaged shoppers, providing assistance and information on merchandise and product features.

- Monitored sales floor to identify customers in need of assistance and merchandise in need of replenishment.
- Trained newly hired employees by explaining job responsibilities and overseeing task prioritization.

## Education

Lakeland Community College

Some College (No Degree): Business Management

Willoughby, OH

Ashworth High School

November 2012

High School Diploma

Norcross, GA

- 3.0 GPA