

Patricia Snow

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Customer Service Representative

Providing Exceptional Service ... Building Loyal Relationships ... Solving Problems ... Increasing Sales

- ◆ Dynamic customer service professional experienced in both call-center and retail store settings.
 - ◆ Excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.
 - ◆ Build and maintain enduring customer relationships to boost sales and generate repeat business.
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Experience

ABC Company, Sometown, WI (*National retail brand with a fast-growing catalog operation*)

Customer Service Representative, 9/2011 to Present

- ◆ Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
 - ◆ Listen attentively to caller needs to ensure a positive customer experience.
 - ◆ Access electronic and paper cataloging systems to look up product information and availability.
 - ◆ Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
 - ◆ Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.
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DEF Company, Sometown, WI (*Sometown's largest showroom for residential and commercial flooring*)

Customer Service Representative, 6/2011 to 9/2011

- ◆ Ensured customers were satisfied with every part of the flooring experience, from initial greeting through order completion.
 - ◆ Memorized the company's product offerings; contributed to a 12% sales increase for the quarter by communicating product benefits and providing excellent service.
 - ◆ Recommended solutions within customer budgets and proactively followed up with all leads.
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Education

ABC High School, Sometown, WI

Diploma, 5/2011

Seminars completed:

The Customer Focus | Creating Win/Win Relationships | The Customer Is Always Right

Available for evening and weekend shifts