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| Candidate 77511  City Personnel  (401)331-2311   |  |  | | --- | --- | |  |  | |

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| **Work History** |

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| April 2015 - December 2020 | **Customer Service Representative**  *Igus Incorporated, Rumford, RI*   * Answered incoming phone lines in a welcoming manner and assisted the caller as much as possible * Processed any incoming orders (email, fax, or phone) accurately and timely * Communicated with customers and/or internal employees via phone, in person, or through email regarding order details/status * Kept records of customer orders, conversations, complaints, or any other action taken in the ordering system * Monitored assigned special accounts as well as updated their open orders, blankets releases, and quantities either in Igus' ordering system and/or on the customer's portal * Processed return authorizations/credits with permission from the team leader or supervisor * Updated any customer's information in the appropriate system * Distributed orders/emails to the appropriate department from the main customer service email inbox * Distributed work orders and emails within the customer service department according to each rep’s work schedule |

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| June 2014 - April 2015 | **Customer Service / Sales Representative/ Keyholder**  *Mundo Wireless LLC, Providence, RI*   * Assisted customers with their cell phones accounts * Educated customers regarding phone companies available to them * Educated customers on how to use their phones along with their features * Created/set up personal accounts (email, paypal, social media, etc.) * Opened/closed store * Performed money handling and general store upkeep |

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| June 2013 - December 2013 | **Customer Service Representative/ Call Center**  *Complete Staffing/ Conservation Services Group, Lincoln, RI*   * Educated customers about program details * Screened customers to verify eligibility and enrollment in the appropriate program * Completed data entry of client's information along with landmark details * Scheduled home energy assessments with appropriate energy specialists according to the location of the client's location * Provided translation services in English and Spanish as needed |

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| January 2013 - June 2013 | **Customer Service Representative/ Call center**  *Big Brothers Big Sisters of the Ocean State, Providence, RI*   * Completed data entry and verification of donor records to accurately document contact results and donor pick-up information * Maintained current understanding of Big Brothers Big Sisters mentoring programs and donation center operations to be prepared to address donor questions or educate donors about the organization * Provided translation services in English and Spanish as needed |

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| **Education** |

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| 2003 | **Major: Tourism**  *Universidad Autonoma del Estado de Mexico – Toluca, Mexico* |

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| **Skills** |

Customer Service and Support

Bilingual - English and Spanish

High Call Volume Experience

Detail-Oriented

Adaptable and Flexible

Able to Multitask

Proficient in Computers and Office Equipment

Logging Call information/ Customer Records

Conflict Resolution