**[Customer Service Specialist](https://www.postjobfree.com/resume/ad07l0/customer-service-quincy-ma-02169)**

**Location:**Quincy, MA, 02169

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**Resume:**

Nicole D. Morrissey

Quincy, MA 02169 \* (617) 335-2862\* Email: ndm0104@yahoo.com

EDUCATION

Harvard University Extension School, Cambridge, Ma. 08/12-12/16

The Caledonian School, Prague 5 Czech Republic 04/09-05/09

TEFLcertified 05/09

University of Freiburg, Freiburg im Breisgau Germany 01/05-05/05

Concentration: Research of the European Union

Simmons College Boston, Ma. 08/02-06/06

Major: International Relations

Bachelor of Arts, 06/06 GPA: 3.4

EXPERIENCE

Audley Travel Boston, MA. 02114 01/23-04/23

Italy Country Specialist

Full Time

Made sales calls to potential clients and then scheduled follow up calls and emails to discuss potential trip inquiries in outlook

Created custom itineraries in quest based on customer feedback including flights, in country transportation, hotel accommodations, transfers, and excursions

Utilized vonage and other computer programs to transfer calls to other departments and to make payments

Used expert knowledge of living and traveling in Italy to influence customer’s decisions on what cities they wanted to visit, what hotels they wanted to stay at, and what day trips they wanted to participate in

Wrote and edited detailed personalization pieces to discuss the custom-made itineraries with potential clients

Viking River Cruises Boston, MA. 02110 08/18- 12/22

Customer Service Specialist

Full Time

Utilized multiple computer programs including evolution, CRM, Genesys, and internal databases simultaneously to answer customer inquiries by both phone and email. Some typical questions include those involving cruise itinerary, payments, vouchers, air questions and assisting with problems incurred on the trip

Assisted new hires in training bay. Met new hires by creating meetings on teams and doing presentations via power point on current policies and procedures. I then listed to the new hires calls on genesys and wrote messages on teams or called them to go over mistakes made on calls and to advise them on ways to improve their calls. I also completed evaluations on all my trainees

Participated in a marketing project that involved tracking calls by an excel spread sheet to discover what were the main problems customer were experiencing to better serve the needs of our clients. The information was then used to improve our internal websites based on customer feedback

Created excel tracking sheets for management to keep them informed of clients with past due cruise reservations. I and other members of my team then used those excel sheets to conduct outbound calls to clients with overdue payments to try to make their reservations current

Collaborated with other departments including customer relations, management, and the redeployment team on several special projects. Some of these special projects included making outbound calls to clients who had previously canceled cruises to get them rebook new reservations for different cruise dates

Assisted management with call de-escalation When a client called in and asked for a supervisor, I was often able to use my customer service experience to address the clients diverse needs thereby decreasing the need to involve management. Some examples include reaching out to other departments like accounting to assist with complicated payment issues

Utilized sales and upselling techniques to book new cruises and generate revenue for Viking When a potential customer called in to book a cruise, I was able to not only make the reservation for them but also advise on the benefits of adding additional hotel stays in some of the world’s most popular destinations

Assisted the cancelation department during the pandemic Prior to the pandemic all cruises had to be canceled by email. However, during and after the pandemic the volume of cancelations was so high that many more seasoned agents including myself were taught to do cancelations and issue refunds while on the phone by using evolution

The Globe Bar and Café Boston, Ma 04/16- 07/18

Server

Full Time

•Practiced upselling techniques by suggesting specialty cocktails to all guests

•Increased nightly sales by telling patrons about our bar bite appetizers and desserts

•Worked accordingly with other coworkers to limit wait time and provide great service during peak hours

The Villa Rosa Restaurant Quincy, Ma. 12/09- 04/16

Server

Part Time

•Provided customers with the best possible service by bringing their food efficiently and in a timely manner

•Assisted coworkers and managers alike by providing shift coverage when necessary

•Drove Company sales by discussing unique drink and food specials with customers

SKILLS/INTERESTS

•Language: Proficient in French

•Interests: World Geography, History, learning about other cultures, Communicating with others on all things travel, Editing, Writing, and Proof-Reading Documents

•Software: Microsoft Office Suite, Excel, Outlook mail, Power Point, CRM, Evolution, Avaya, Genesys, Microsoft Teams, Sales Force, Quest, and Vonage Typing 120 words pm

•Traveled to Great Britain, France, Germany, Belgium, Luxembourg, Italy, Holland, Switzerland, Czech Republic, Slovakia, Hungry, Estonia, Latvia and Canada. Lived in Germany, The Czech