**[Customer Service Representative](https://www.postjobfree.com/resume/ad0ea5/customer-service-representative-rome-ny)**

**Location:**Rome, NY

**Posted:**October 15, 2023

**Contact Info:**

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**Resume:**

Dedicated and knowledgeable individual with vast experience providing exceptional customer service to a wide variety of clients. Proven ability to quickly assess customer needs and provide appropriate solutions. Skilled in resolving customer issues, managing customer relations, and providing detailed product knowledge. Committed to streamlining processes to improve customer service efficiency and satisfaction.

CUSTOMER SERVICE REPRESENTATIVE — UTELFCU

New Hartford, New York, February 2022 - January 2023 CUSTOMER SERVICE ASSOCIATE/ TELLER — Key Bank

Clinton, Ny, April 2020 - February 2022

MANAGER ON DUTY — Applebee's

Rome, NY, January 2009 - August 2017

CUSTOMER SERVICE REPRESENTATIVE — Americu

Rome, NY, August 2007 - November 2010

Wendy Crossland

Customer Service Representative

Phone (315) 617-2583

Email wendylynncross@gmail.com

Address Rome, NY 13440

• Maintained knowledge of company products to provide helpful suggestions and recommendations to customers. Delivered personalized customer service relating to questions and promptly resolved basic problems on customer accounts.

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• Processed orders, returns, and exchanges in an accurate and efficient manner.

• Analyzed store's sales performance on daily basis by reviewing available sales reports.

• Facilitated guest satisfaction by empathizing and sympathizing with concerns and complaints. Trained and supervised staff while coaching applicable improvement skills and providing valuable feedback and reviews.

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• Collaborated regularly with management team to address ongoing strategies and concerns.

• Designed and arranged window and store displays in visually appealing manner to attract customers and boost sales.

• Manage a team of store associates to ensure that store goals and targets are met.

• Prepared weekly schedules for store staff, ensuring that all shifts are covered and resources are allocated efficiently.

• Developed strong customer relationships and loyalty through effective communication. Developed and maintained working knowledge of internal policies, procedures and services to appropriately address customer issues.

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• Addressed customers courteously using suitable methods and problem-solving skills.

• Generated reports on customer service metrics to inform management. CAREER OBJECTIVE

EXPERIENCE

TELLER — NBT

Rome, NY, October 2005 - August 2007

ASSOCIATE IN ARTS (A.A.) IN GENERAL STUDIES/NURSING

— Mohawk Valley Community College

Utica, New York, May 2017

References available upon request

• Provided account information to customers and explained bill service policies and customer rights.

• Assisted with mentoring new employees during and after training.

• Updated and maintained database with accurate customer information and timely data entry. Greeted customers by name and displayed respectful attitude, helping develop rapport with customer base and build lasting relationships.

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• Responded to telephone inquiries and complaints following standard operating procedures.

• Created and maintained customer profiles in order to streamline customer service.

• Clerical Support • Product Line Knowledge

• Staff Monitoring • Customer Service and Assistance

• Tech Support • Inventory Accuracy

• Data Entry • Product Knowledge

• Outbound and Inbound Calls • Payroll Administration

• Team Coaching • Coaching and Mentoring

• Training Initiatives • Enforce Policies

• Customer Preferences • Inventory Records

EDUCATION

SKILLS