**[Customer Service Support](https://www.postjobfree.com/resume/ad3y3k/customer-service-support-washington-dc)**

**Location:**Washington, DC

**Posted:**February 28, 2024

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**Resume:**

ZYRAH SCHAEFER

CUSTOMER SUPPORT SPECIALIST LAKELAND, 33811, UNITED STATES 863-521-2800

DETAILS

927 oak lane

Lakeland, 33811

United States

863-521-2800

zyrahschaefer@gmail.com

Date / Place of birth

06/26/1979

MANILA, PHILIPPINES

Nationality

Filipino

Driving license

S160990797260

SKILLS

Communication Skills

Microsoft Office

Communication

Adaptability

Teamwork

Leadership

Ability to Multitask

Ability to Work Under Pressure

Computer Skills

Critical thinking and problem

solving

PROFILE

With the combination of a small business owner with 10 or more years of customer support and service providing optimal assistance to companies so they can focus on overall business goals. And that's to bring in revenue and to keep customers coming back. Bringing forth exceptional customer service skills with an ability to communicate effectively between all departments. Tech-savvy professional with the flexibility to work in both fast and slow-paced environments. Committed to offering superior administrative and clerical support, while serving as a dedicated assistant to office staff.

EMPLOYMENT HISTORY

Restaurant Owner at Patio850, Lakeland

August 1999 — April 2023

• Analyzed customer feedback and implemented changes that resulted in an increase in customer satisfaction ratings by 100%

• Coordinated staff training initiatives that improved customer service ratings by 95%

• Developed a financial plan that reduced overhead costs by 40% while increasing profits

Research Marketing Assistant Manager at Carlene Research and Marketing, Clearwater April 2007 — November 2009

• Collaborated with a research team to develop research proposals and prepare grant applications

• Coordinated a team of research assistants to ensure timely completion of research tasks

• Conducted market research and developed a comprehensive marketing strategy to generate leads and increase sales

Airline Reservation Agent at Northwest Airlines, Tampa December 2000 — December 2005

• Assisted customers with reservations, ticketing, and boarding.

• Advised customers of flight information such as dates, times, layovers, departing and arrival time. And cancellations if any.

• Monitored and updated customer records to ensure accuracy and compliance with airline regulations

• Handled customer inquiries and complaints, resulting in a X% increase in customer satisfaction ratings

• Trained and mentored new customer service agents in airline procedures and customer service best practices

• Collaborated with other departments to ensure customer issues are resolved in a timely manner

EDUCATION

High School Diploma, Forest Lake Academy, Apopka

August 1994 — May 1998

GPA 4.25

Graduated with honors.

Member of the officers in duty in ladies' dormitory. Active with school choir, band and sports.

Associates of Arts, Hillsborough Community College, Tampa August 2002 — May 2005

Mass Communications degree

REFERENCES

Catherine Brennan

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James Stratton Crooke from Northwest Airlines

813-445-0369