**[Customer Service Sales Associate](https://www.postjobfree.com/resume/ad0cyl/customer-service-sales-chicago-il)**

**Location:**Chicago, IL

**Posted:**October 13, 2023

**Contact Info:**

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**Resume:**

Luz P. Santiago

Chicago, Illinois Phone: (872) 310-8822 Email: pbiab76@gmail.com

I have over 15 years of experience in sales and customer service, creating relationships in person and over the phone. I am Bilingual in Spanish and English. I am seeking an opportunity to grow and succeed in either Customer Service, Collections, Telemarketing, or Inside Sales. WORK EXPERIENCE

Connect Search LLC. CSR Chicago. IL Sept 2021- Jan. 2022 This was a work from home Full-time job. I was hired through a Staffing company seasonal to possibly permanent hire. They provided Dual desk computers to take their Inbound calls and handle customer service issues as well as set up purchases for customers over the phone.

NTT Data, CSR Chicago, IL May 2019 – Jan.2020

Received over 100 Inbound calls a day, 5 days a week, helping customers understand their water bill statements, using extensive problem solving skills for customers’ issues, and setting up payment plan arrangements for customers. NXR Global, Sales Associate Chicago, IL Sept. 2015- Dec. 2017 Worked from home, advertising streaming services on social media to potentially convert cable customers. Additionally offered health and wellness products based on customers’ interests. Handled approximately 80-100 calls daily to create new customer accounts and respond to specific inquiries regarding products and their benefits. Worked directly with Team Leader on setting, reaching, and exceeding sales goals. AmeriPlanUSA, Sales Associate Chicago, IL June 2014 – Jan. 2015 Worked from home as an independent contractor, offering supplemental health and dental plans for individuals and small business owners. Engaged in 20-40 daily cold calls, and hosted an advertising presentation for parents at a local school as a brand ambassador to obtain new customers.

EDUCATION AND SELF IMPROVEMENT

Centro Romero Chicago, IL August2020-Present

Working one-on-one with a tutor to develop goals and weekly lesson plans based on strengths and struggles.