**[Customer Service Agent](https://www.postjobfree.com/resume/ad2s64/customer-service-agent-philadelphia-pa)**

**Location:**Philadelphia, PA

**Posted:**January 16, 2024

**Contact Info:**

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**Resume:**

Whitehall, PA 18052 4847075938 rosemine15@gmail.com

ROSEMINE MAXI

Northampton Community College, Bethlehem, PA

Associate Of Arts And Sciences, Liberal Arts And General Studies, Expected in 12/2024 Northampton Community College, Bethlehem, PA

Associate Degree In Nursing, Registered Nursing, Expected in 12/2024 Northampton Community College, Bethlehem, PA

Associate Of Business Administration, Business Administration, Expected in 12/2024 EDUCATION

Polite and professional Customer Service Agent successful in applying strong communication and problem resolution skills to each customer issue. Solid history of surpassing productivity and quality targets in high-volume settings. Skillful in building long-lasting, loyal customer relationships. Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. PROFESSIONAL

SUMMARY

SKILLS ● Special Requests

● Information Updates

● Seating Arrangements

Customer Relationship

Management

●

Customer Complaint

Resolution

●

● Customer Service

Calm and Professional

Under Pressure

●

Order and Refund

Processing

●

● Process Transactions

CUSTOMER SERVICE AGENT 01/2017 to 11/2018

Data Vimenca, Santo Domingo

WORK HISTORY

Helped large volume of customers every day with positive attitude and focus on customer satisfaction.

●

Demonstrated high attention to detail, organization and management of multiple tasks and projects simultaneously.

●

Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.

●

Educated clients on account services and resolved client inquiries regarding statement information and account balances.

●

● Achieved high satisfaction rating through proactive one-call resolutions of customer issues. Entered customer interaction details in sales system to track requests, document problems and record solutions offered.

●

MEDICAL ASSISTANT 01/2010 to 07/2010

Mercy Village Clinic, Haiti

● Educated customers on company systems, form completion and access to services.

● Applied strong communication and negotiation skills regarding refunds. Scheduled appointments, registered patients, and distributed sample pharmaceuticals as prescribed.

●

● Obtained client medical history, medication information, symptoms, and allergies. Directed patients to exam rooms, fielded questions, and prepared for physician examinations.

●

● Taught patients about medications, procedures, and care plan instructions. Helped improve patient outcomes by educating and advising on relevant treatments and care.

●

English

Full Professional

French

Full Professional

Spanish

Elementary

Creole

Native or Bilingual

LANGUAGES