**[Customer Service Representative](https://www.postjobfree.com/resume/ady44t/customer-service-queens-ny-11373)**

**Location:**Queens, NY, 11373

**Posted:**August 22, 2023

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**Resume:**

DANJUMA PAUL MARI

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CAREER

Strategic planner and operational leader with strong background improving the performance, productivity,efficiency and profitability of organizational development. Successful team player detail oriented with great communication skills and program proficiencies to exceed operational goals.

EDUCATION AND TRAINING

Bachelor's degree: BSc Political Science

University of Abuja FCT, Nigeria 2010-2015

Renovate, repair and painting initial Per 40 CFR: Lew corporation the environmental company 01/06/2021

Mask fit testing training:Triumvirate environmental 12/4/2020

Medical waste recycling:triumvirate environmental 11/14/2020

WORK EXPERIENCE

Employer: Aerotek Inc, November 2020 to present

Position Environmental Specialist.

●Ensured a safe and sterile environment for patients and staff to prevent the spread of disease and infection.

●Facilitated fit testing for N95 mask for all hospital staff and medical students.

●Followed established in-process quality control procedures including recording data.

●Able to accurately interpret and record results of testing into an online database.

●Efficiently organize and manage fit-testing and data collection for varying numbers of employees and staff

●Prepare for fit test session with equipment set up and paperwork accessible prior to start time of sessions

●Clean and store equipment properly after sessions conclude

Employer: Bed Bath and Beyond 2017 to 2020

Customer service representative.

●Consistently exceeded personal monthly quotas by over 50%

●Built a loyal customer base by using a consultative sales approach

●Earned reputation as key player in branch sales team that always won quarterly company

●Excelled in exceeding daily credit card application goals

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●Developed highly empathetic client relationships and earned reputation for delivering exceptional customer service

●Counsel customers on options for service and coverage

●Pick merchandise to fulfill customer order

●Assist customers in checking and ordering items online if unavailable in store

●Assist management in implementation of ideas

●Inspect merchandize to ensure goods are free from damage

SKILLS

●Customer service

●Excellent communication, organizational, and interpersonal skills

●Team leadership

●Problem solving

●Planning

●Waste disposal methods

●Conflict resolution

●Active listening