
Arie James

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Baltimore, MD

Summary

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty. Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

Education

Technology

Augusta falls Savage institute of Visual Arts Baltimore, MD

Skills

• Call Center, • Problem Resolution, • Customer Service, • Emotional Intelligence, • Communication, • Microsoft Software, Typing

Experience

Gerla

Manger Assistant - Baltimore, MD

- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Monitored cash intake and deposit records, increasing accuracy and reducing discrepancies.
- Generated repeat business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Developed strategy to increase sales and drive profits.
- Established objectives to offer team members clear roadmap to help company achieve overall goals.

Denny's

Server - Baltimore, MD

- Arranged and prepared tables for customers too rememorable experiences to quests and foster repeat business.
- Resolved customer complaints and maintained clean and tidy checkout area.
- Cultivated warm relationships with customers.
- Asked customers for feedback, solved problems and filled drinks throughout meal.

Dynata

Outbound Associate - Remote

- Exceeded Dynata Company's sales goals by 100% by providing proactive and effective customer service.
- Received commendation from supervisors and great recommendations from peers.
- Attained 100% success in all customer service categories including communication skills, interpersonal skills, problem-solving, and friendliness.
- Managed multiple phone lines for high volume inbound calls and a minimum of 150 connected outbound calls daily.

Teleperformance

Customer Service Specialist - Remote

- Committed to providing high-quality service and superior guest experiences. Positive and infectious Personality with excellent interpersonal relationship building skills.
- Handled customer inquiries, answered questions, and resolved problems in a timely manner.
- Consistently met performance milestones in speed, accuracy, and volume.
- Attracted potential customers by answering product and service questions and suggesting information about other products and services.

Harrison National Employment

Customer Service Representative - Remote

- Prepare and present detailed reports on the progress of initiatives to management.
 - Complete administrative tasks including maintaining records and handling policy renewals
 - Track insurance claims to ensure client and company satisfaction
 - Respond to clients' insurance-related questions and issues.
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Certificates

- Privacy at DHS, • Computer Security Training, • Insider Threat Awareness, • OPSEC Awareness, • Cyber Awareness 2023, • Unauthorized disclosure of classified information
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Traits

- Accountability
 - Adaptability
 - Commitment
 - Honesty
 - Trustworthiness
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Achievements

- Developed new relationships with over 70 business clients helping them to solve their business challenges
- Developed successful telemarketing programs that targeted potential business clients, reducing the time of product introduction.
- Carried out retention calls with unsatisfied customers, convincing 45% of them to keep using the software.