

# Name

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## Profile

Qualified Customer Service Representative with over 4 years in fast-paced customer service and call center environments. As a customer service representative, I am personable good at building loyal relationships, solving problems, and Increasing Sales. I also excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.

## Skills

- ❖ International sales support
- ❖ Strategic sales knowledge
- ❖ Exceptional communication skills
- ❖ Stock records management
- ❖ Quality assurance and control

## Education

Bachelor of Arts - 2014  
Marketing  
Delaware State University

## Work History

### **Customer Service Representative – 04/2017 to 09/2018 WAGS Global Markets Inc., Shreveport, LA**

- ❖ Contact customer to follow up on purchases, suggest new merchandise and inform on promotions and upcoming events.
- ❖ Promote business as superior provider committed to efficiency and accuracy when engaging with customers.
- ❖ Answer product questions with up-to-date knowledge of sales and store promotions.
- ❖ Provide timely and effective replacement of damaged or missing products.

### **Customer Service Representative – 04/2015 to 09/2016 Food Giant Inc., Shreveport, LA**

- ❖ Assisted customers with food selection, inquiries, and order customization requests.
- ❖ Answered average of 100 calls per day, addressing customer inquiries, solving problems, and providing new product information.
- ❖ Recommended, selected, and helped locate and obtain out-of-stock product based on customer requests.
- ❖ Contacted customer to follow up on purchases, suggest new merchandise and inform on promotions and upcoming events.

### **Customer Service Representative – 04/2013 to 04/2015 The Dog Palace, Shreveport LA**

- ❖ Started as trainee and became full-service customer service representative within three months
- ❖ Contacted customer to follow up on purchases, suggest new merchandise and inform on promotions and upcoming events.