

Name
Address
Phone Number
Email Address

PROFESSIONAL EXPERIENCE

April 2015 -Present

ABC Company

Vernon Hill, IL

Customer Service Representative

- Educated customers on the services offered
- Made collection calls weekly on past due accounts
- Opened and closed the store
- Processed nightly reports and submitted to the District Manager
- Responsible for changing the code on the safe every 30 days

November 2010-April 2015

XYZ Company

Buffalo Grove, IL

Call Center Associate

- Answered inbound calls, chats and emails regarding any questions customers had
- Followed up as needed with customers via phone, email or chat
- Identified, researched, and resolved all issues the customers had
- Applied a professional attitude and image for all internal and external customers

August 2008-November 2010

LMN Restaurant

Gurnee IL

Server

- Provide superb customer service for up to 100 customers per shift
- Trained new servers to provide customers a top-quality dining experience
- Resolve customer issues
- Trains new employees

EDUCATION

College of Lake County, Grayslake IL

- Completed courses in General Studies

Libertyville High School, Libertyville IL

- 2010 Highs School Diploma