

Angela Gonzales

Customer Service Representative

Longmont, CO 80501

amgonza97@gmail.com

720-261-4399

Qualified customer service representative with 20 years in fast-paced customer service and call center environments. Personable and professional under pressure.

Call Center

Representative versed in customer support in high call volume environments. Superior computer skills and telephone etiquette.

Work Experience

Customer Service Representative

Otter Box - Frederick, CO

June 2013 to April 2018

Answered an average of 70+ calls per day by addressing customer inquiries, solving problems and providing new product information.

- Described product to customers and accurately explained details and care of merchandise.
- Politely assisted customers in person and via telephone.
- Provided an elevated customer experience to generate a loyal clientele.

- Answered product questions with up-to-date knowledge of sales and store promotions.

- Effectively communicated with and supported sales, marketing and administrative teams on a daily basis.

- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.

- Helped drive sales goals and achieve monthly quotas.

- Routinely answered customer questions regarding merchandise and pricing.
- Dedicated to continuously improving sales abilities and product knowledge.
- Learned, referenced and applied product knowledge information.

Customer Service Representative

Diamond - Longmont, CO

April 2008 to October 2012

- Greeted customers entering the store to ascertain what each customer wanted or needed.
- Earned management trust by serving as key holder, responsibly opening and closing store.
- Communicated with vendors regarding back order availability, future inventory and special orders.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Effectively communicated with and supported sales, marketing and administrative teams on a daily basis.
- Conducted weekly walk-throughs with the manager to discuss interior visual displays, including store window presentation.
- Handled daily heavy flow of paperwork and cooperated with the accounting departments on invoicing and shipping problems.
- Scheduled weekly inventory pickups and deliveries with vendors.

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- Developed reputation as an efficient service provider with high levels of accuracy.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Maintained cleanliness and presentation of stock room and production floor.
- Recipient of multiple positive reviews acknowledging dedication to excellent customer service.
- Monitored cash drawers in multiple checkout stations to ensure adequate cash supply.
- Designed displays to make the store experience interactive, engaging and reassuring.
- Replenished supplies, bags and other materials at each cash wrap.
- Communicated all store initiatives and promotions to customers to generate return business.
- Recommended alternative items if product was out of stock.

Customer Service Representative

King Soopers - Longmont, CO

October 2004 to March 2008

- Greeted customers as they entered the store
- Dealt with customer returns and escalations
- Answered phones and sent calls to proper department

- Cashier
- Ensured superior customer service by addressing customer concerns

Education

High School Diploma

Niwot High School - Niwot, CO
1992

Skills

SALES SUPPORT, MULTI-LINE, MULTI-LINE PHONE, INTERNATIONAL SALES, SHIPPING, Customer Service, CSR, Call Center, Customer Care

Certifications/Licenses

Customer Service Skills assessment - Familiar

November 2018

Indeed Assessments™ evaluation completed with Familiar rating.

View my results:

https://share.indeedassessments.com/share_assignment/5gk7gzd0vsnttzwg

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Skills

- Creative problem solver
- MS Windows proficient
- Quick learner
- Credit card processing
- Multi-line phone talent
- Mediation capability
- Exceptional communication skills
- Data management
- Self-motivated
- Strong verbal communication
- Powerful negotiator

- Conflict resolution
- Extremely organized
- Trusted key holder

- Strong client relations

- Training development aptitude
- Proficient in cash management
- Shipping and receiving professional
- Cash flow management
- International sales support

- Client assessment and analysis