

Marisol Hernandez

Engagement Specialist, Customer Service Representative - Star Tek

Evans, CO 80620

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Courteous Front Desk Agent adept at balancing multiple tasks and priorities seamlessly while delivering the highest level of customer service. Less than a year in the hospitality industry.

High-energy Representative focused on promoting customer satisfaction through exceptional service. Courteous and professional with a great sense of humor.

Dedicated Customer Service Representative who provides exceptional customer service through active listening and problem solving.

Call Center Representative with expertise providing customer support in high call volume environments. Exceptional computer aptitude and telephone etiquette.

WORK EXPERIENCE

Engagement Specialist, Customer Service Representative

Star Tek - Greeley, CO - 2017-06 - Present

Answered and quickly redirected up to 500 calls per shift.

Answered and managed incoming and outgoing calls while recording accurate messages.

Acted professionally and patiently when addressing negative customer feedback.

Referred unresolved customer grievances to designated departments for further investigation.

Gathered and verified all required customer information for tracking purposes.

Addressed and resolved customer product complaints empathetically and professionally.

Accurately documented, researched and resolved customer service issues.

Improved call center functionality and service capacity by resolving customer complaints efficiently and quickly.

Effectively managed a high-volume of inbound and outbound customer calls.

Cashier

Greeley, CO - 2017-02 - 2017-04

Handle cash register and assist customers Over the phone transactions Open/Close Store (count register, Take back merchandise to correct sales spot, etc.).

Verification Representative

Verify All Usaa Bank Members Appropriately According to Verification System - Greeley, CO - 2016-05 - 2017-02

CO

Guarantee Positive Customer Experiences and Resolve all Customer Complaints

Verify All Usaa Bank Members Appropriately According to Verification System.

Hospitality Trainer

Chuck E Cheese - Fort Collins, CO - 2014-10 - 2015-04

Cross-Trained and provided Back-up for other Customer service representatives when needed.

Worked as a team member performing cashier duties, product assistance and cleaning.

Train new employees with basic duties.

EDUCATION

Diploma

Poudre Community Academy

2015-05

SKILLS

MULTI-LINE, MULTI-LINE PHONE, OPERATIONS, STAFF TRAINING, TRAINING

ADDITIONAL INFORMATION

SKILLS

Skilled in call center operations Special events planning

Persuasive speaker Catering

Quick learner Reservations and booking system

Exceptional communication skills experience

Multi-line phone talent Service-oriented

Guest services

Staff training