

Melisa Maldonado

Customer Service

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Work Experience

Customer Service

Walmart.com

April 2018 to June 2018

- assisted customers with questions regarding their order
- processed replacement/refunds for customers if deemed necessary
- assisted customers with placing orders

Telesales

IQOR

June 2016 to February 2018

T-mobile Telesales

- assisted customers with setting up new lines of service as well as adding lines if customer already had an existing account
- provided information on devices and service plans
- team leader/floor support
- trained new agents and listened/graded calls

Customer Director

Apple

August 2015 to October 2015

- directed customers to the correct department based on information the customer provided
- offered apple care warranty to customers who purchased new apple products

cashier

Ross Dress For Less

August 2014 to August 2015

- assisted customers in the fitting room as well as kept the area clean and organized
- assisted manager with setting schedules
- stocked/repriced items