



RACHAEL VERNER

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PROFESSIONAL SUMMARY

Energetic customer service professional bringing solid background in sales environments and exceptional attention to detail. Preserve and boost company revenue with strong sales skills and careful investigations of complaints. Manage calls effectively to maximize productivity.

SKILLS

- Delivery scheduling
- Appointment scheduling
- Price quotes
- Consultative sales
- Call management
- Customer order management
- Account updating
- Complaint resolution

EXPERIENCE

Customer Service Specialist
Cartech inc. | denver, co

March 2008 - June 2020

- Drove customer retention by providing pricing information, delivery updates, and account data.
- Received and addressed requests for price quotes, purchase orders, order adjustments, and cancellations.
- Fostered customer satisfaction through timely and effective complaint resolution.
- Delivered superior customer service by building trusting rapport with customers.
- Educated customers on promotions to enhance sales.
- Used vivantio to retrieve necessary customer information, inventory data, and purchase order status.
- Tracked all customer information and interactions in engagebay..
- Enforced compliance with all company policies and regulatory requirements.
- Maximized satisfaction by anticipating needs and consistently offering expert support.
- Investigated and resolved customer concerns related to order inquiries and delivery tracking.
- Protected customer and company information with strict use of established security procedures.

- Answered 50-100 inbound calls each day to handle various concerns, set appointments, and close sales.
- Answered customer questions about policies and procedures with friendly and knowledgeable approach.
- Handled customers' advanced needs with properly escalated calls and scheduled service appointments.
- Closed out 100% of issues on first calls by using cartech inc. expertise, prepared scripts, and good research abilities.
- Managed paperwork and updates for new sales and program sign-ups.
- Followed up with previously assisted customers to offer additional support and check satisfaction with resolutions.

EDUCATION

Cna
Emily Griffith , denver, colorado

August 2007