

# Sabrina Edic

## Customer Service Representative

Binghamton, NY 13903  
sabrinakbedic@hotmail.com - 607-761-2456

- Enthusiastic and honest individual with a great work ethic who genuinely enjoys learning new objectives and tackling challenges in diverse environments.

Willing to relocate: Anywhere  
Authorized to work in the US for any employer

### WORK EXPERIENCE

#### **Service Coordinator**

Gault Auto - Endicott, NY -

2017-11 - Present

#### **Server/Bartender**

Sake Tumi Inc - Binghamton, NY -

2017-05 - 2017-11

Greet and serve tables in fine dining Asian Fusion restaurant. Prepare and serve drinks from bar. Work for private bar events and functions.

#### **Clerical- Seasonal**

Lifetouch - Vestal, NY -

2016-09 - 2016-11

Handle paperwork needs for photographers for three studios, assist with mailings.

#### **Customer Service Representative**

Alorica - Endicott, NY -

2016-05 - 2016-07

#### **Hostess**

Number 5 - Binghamton, NY -

2016-03 - 2016-05

#### **Sales Representative**

Gamestop Inc. - Johnson City, NY -

2015-11 - 2016-02

Responsibilities

Assist customers with the selection and purchase of new technologies and content

Skills Used

Work with POS system, build people skills

**Customer Service Representative**

Nationwide Credit Inc - Endicott, NY -

2014-07 - 2015-07

Addressed customer complaints and escalated calls to proper tier

- Entered new customer information into company system
- Managed customer problems and complaints with tact and attention to prompt customer service. Received team and customer service awards.

**Tester**

Innovation Associates - Johnson City, NY -

2013-03 - 2013-03

Tested Model 4 Robots at facility and inputted data in computer system for data analysts.

EDUCATION

**Certification in Customer Service**

Cornell Cooperative Extension - Binghamton, NY

2014 - 2014

**Regents Diploma**

Endicott High School - Endicott, NY

2011 - 2013

SKILLS

Data Entry, Microsoft Office, Phone skills, Customer Service, Sales

CERTIFICATIONS/LICENSES

**Customer Service Certification**

2014-06 - Present

Nationally recognized certification of customer service provided by State of New York