

Venus Hrobowski

Customer Service Rep

Oronoco, MN 55960
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Authorized to work in the US for any employer

WORK EXPERIENCE

Front Desk Agent

Country Inns & Suites - Rochester, MN - Present

Document daily cash log, check guests in and out, resolve guest complaints. Run nightly audit and set up breakfast area.

Customer Service Rep

Spring Green - Plainfield, IL - 2013-03 - 2016-09

Handle customer inquiries, complaints, billing questions and service request. Make service changes, recommend service options and schedule appointments. Up sell current customers.

City Coordinator/ Weekend Supervisor

Airport Accommodations - Rosemont, IL - 2010-05 - 2012-03

Hotels and Lodging

Managed a team of 13 for weekend operations. Handle corporate calls accordingly. Work with airlines to give rooms for mechanical and weather delays. Called hotels to book rooms as needed. Trained new staff in use of reservations and flight management software. Resolved customer issues by dealing with concerns and complaints.

Warehouse Worker

Dart Container Corp - Aurora, IL - 2007-07 - 2009-11

Hand pack cups into boxes. Walk line and ensure machines are running effectively and cups are produced without flaws. Assist line and ensure nothing is off track, and once cups are packed boxes are removed from line. Make sure printing on cups is exact and colors are of quality standard.

Customer Service Rep

FTD - Downers Grove, IL - 2004-04 - 2006-06

Answer incoming calls, read scripted material. Enter customer information into database. Up sell products to current customers. Named team lead after 6 months with the company after outstanding up sells.

Front Desk Agent

Extended Stay America - Lisle, IL - 2003-02 - 2004-04

Greet and welcome guests in person and on the phone. Pick up and sort daily incoming correspondence. Clean and organize desk and lobby area. Check guests in and out. Handle various inquires and resolve complaints or direct them to designated department.

EDUCATION

High school or equivalent in General

Proviso East High School
1999-06

ADDITIONAL INFORMATION

Highly skilled in performing customer service and call center work. Proficient in Microsoft Word, Excel, and Outlook. Great patience and persistence during conversation with customers. Over 4 years of customer service experience in fast paced environment

RELEVANT SKILLS

Good telephone etiquette, and excellent verbal and written communication skills. Hard worker, and profound ability to multi-task and prioritize.