

Sandra A Gran

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Summary

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

Core Strengths

- › Strong organizational skills
- › Active listening skills
- › Energetic work attitude
- › Customer service expert
- › Seasoned in conflict resolution
- › Sharp problem solver
- › Courteous demeanor
- › Telecommunication skills

Accomplishments

Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key

accounts.

Customer Assistance

- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

Sales

- Consistently generated additional revenue through skilled sales techniques.

Quality Communication

- Interacted with 50 affiliate stations in US and Puerto Rico, ensuring reliable and high-speed delivery to residential and small-business customers.

Work Experience

03/2015 to Current

Sales Associate Marimaxx Corporation — Philadelphia, Pennsylvania

- Developed highly empathetic client relationships and earned reputation for exceeding sales goals.
- Worked as a team member performing cashier duties, product assistance and cleaning.
- Managed quality communication, customer support and product

09/2007 to 01/2014

Medical Receptionist KRD Management Corporation — Philadelphia, PA

- Thoroughly investigated past due invoices and minimized number of unpaid accounts.
- Recorded and filed patient data and medical records. Carefully reviewed medical records filed the accordingly

06/1989 to 08/2007

- or accuracy and completion as required by insurance companies.**Customer Service Representative Core States Bank** — Philadelphia, Pennsylvania
- Banking Assist customers with their banking Help in every way to make banking with the company easy for our customers Working well with people.
- Monitored and tracked securities transactions, fund transfers, margin accounts and option trading.

Educational Background

1981

Associate of Arts: Business Community College Of Philadelphia —
Philadelphia, Pennsylvania, United States of America

- Coursework in Business Administration and Organizational Development

References

References Available