
Shaniyah Norton

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Summary

Personable and dedicated Customer Service Representative with extensive experience in [Type] industry. Solid team player with upbeat, positive attitude and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

Ethical [Job Title] talented at processing high volumes of error-free transactions and meeting departmental goals. Offering [Number] years of experience in quickly resolving [Type] issues and maximizing customer retention opportunities. Proficient in managing conversational flow and diffusing difficult customer situations.

Friendly and efficient customer service team member devoted to maximizing customer satisfaction with exceptional service and support. Knowledgeable about [Industry] standards with strong skill in retaining product and service information to provide effective issue resolution. Skilled in promoting sales to increase revenue while addressing diverse issues.

Highly-enthusiastic Client Service professional with [Number] years of client interface experience. Well-versed in [Industry] products, services and consumer trends. Skilled in both individual and team roles, with expertise in training and mentoring new staff on company objectives. Gifted in connecting with business customers to meet account needs, drive growth and build retention. Knowledgeable about [Product or Service] and skilled at meeting and exceeding sales targets. Service-oriented and quality-focused with demonstrated success over [Number] years of [Industry] experience.

Energetic and reliable [Job Title] well-trained and excelling in high-end merchandise environments. Proven performer able to leverage superior communication and relationship-building strengths to increase and retain long-term customers.

Hardworking customer service professional accustomed to fast-paced [Type] call center environments. Work quickly to understand, document and resolve customer concerns, driving satisfaction while meeting demanding business objectives. Well-versed in [Industry] standards and best practices.

Flexible [Job Title] with [Number] years of success in resolving customer

Skills

- Report creation
- Credit card payment processing
- Adaptive team player
- In-store support
- Promotional support
- Courteous demeanor
- Retail sales customer service
- Active listening
- Quality control
- Call center experience
- Sales expertise
- Customer relations
- Problem-solving abilities
- Inbound and outbound calling
- Shipping and receiving understanding
- High-energy attitude
- Product organization
- Business development understanding

Education and Training

06/2017

**Career Academic Development
Institute**

Philadelphia , PA

High School Diploma

concerns and inquiries. Skilled at accurately documenting call details, preparing reports and arranging service. Well-versed in providing helpful answers and relevant information to retain clients.

Personable, friendly and solution-oriented [Job Title] with over [Number] years of experience in service and support. Customer-focused team player offering expertise in conflict mediation, [Area of expertise], time management and sales. Dedicated to customer loyalty and satisfaction. Positive and upbeat Customer Service Specialist bringing [Number] years of customer-facing experience in fast-paced settings. Highly adaptable to addressing diverse customer needs. Proven history of building trust with customers to promote satisfaction, resolve concerns and maintain long-term loyalty.

Experience

CVS Health and pharmacy - Customer Service *06/2017 - 05/2020*

Representative

Margate City, NJ

- Assisted approximately [Number] customers each [Timeframe] with [Product or Service] questions.
- Assessed customer needs and upsold products and services to maximize [Type] sales.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Escalated customer concerns, store issues and inventory requirements to supervisors.
- Trained [Number] new employees each quarter in procedures and policies in order to maximize team performance.
- Maintained calm, friendly demeanor with upset customers to de-escalate stressful situations.
- Answered [Number]+ inbound calls per day and directed to designated individuals or departments.
- Answered customer questions and addressed concerns, resulting in [Number]% reduction in complaint calls.
- Created and implemented process improvements to reduce workloads and bolster callback efficiency.
- Translated services for [Number]-person team to serve [Language]-speaking customer needs.
- Worked with managers to develop service improvement initiatives.
- Evaluated customer account information to assess current issues and determine potential solutions.

Bestbuy - Seasonal Customer Service Specialist *02/2017 - 06/2017*

Plymouth Meeting, PA

- Created agendas and communication materials for team meetings.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Learned [Task] and [Task] to support office needs.
- Maintained updated [Type] knowledge through [Task] and [Task].
- Improved customer satisfaction by finding creative solutions to problems.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Answered [Number] calls per [Timeframe] to answer customer questions.
- Collaborated in development of [Type] procedures.
- Improved operations by working with team members and customers to find workable solutions.
- Collaborated with others to discuss new [Type] opportunities.
- Handled all delegated tasks, including [Task] and [Task].
- Performed site evaluations, customer surveys and team audits.
- Earned reputation for good attendance and hard work.
- Achieved cost-savings by developing functional solutions to [Type] problems.
- Recognized by management for providing exceptional customer service.
- Utilized [Type of Software] to compile data gathered from various sources.

Availability

Open availability