



# ANDREA ARLEN

 abakins18@gmail.com

 650 678-9039

 Phoenix, AZ 85024

 [Bold Profile](#)

## PROFESSIONAL SUMMARY

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

## SKILLS

- Customer Relationship Management
- Microsoft Word
- Problem-Solving Ability
- Active Listening
- Client Screening
- Relationship Management
- Account Management
- LinkedIn
- Sales Expertise
- Microsoft Excel
- Microsoft Outlook

## EDUCATION

### San Francisco State University

San Francisco, CA

**Bachelor of Arts:** Business

## CERTIFICATIONS

- Certified in Hipaa
- CRM

## WORK HISTORY

### **Centauri Health Solutions Inc - Human Arc - Senior Outreach Specialist**

*Scottsdale, AZ • 06/2018 - Current*

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.

### **The Peninsula Concierge/Owner - Client Care Coordinator**

*San Mateo, CA • 01/2014 - 01/2018*

- Assessed client needs, developed service plans, monitored outcomes to ensure my clients received the best possible care.
- Maintained effective client relationships ensuring client satisfaction and loyalty.
- Developed care plans that accurately reflected the clients needs and preferences.

### **Viva International Group - Sales Representative**

*Somerville, NJ • 10/2009 - 01/2013*

- Used customer insights to develop innovative sales strategies to increase sales.

- Generated weekly and monthly reports on sales performance to provide recommendations to meet sales goals.
- Developed and delivered engaging sales presentations to convey product benefits.