

Alexia Moon

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Summary

Customer Service Representative with over 4 years of experience in telephone customer service, including sales & customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill a Customer Advocate position to gain the skills to move up in future work position.

Experience

First Call Resolution | Detroit, Michigan, United States, Michigan

Customer Service Representative | 07/2021 - 04/2023

- Handled customer inquiries, answered questions, and resolved problems in a timely manner
- Handle 90+ calls daily , responding to customers through chat and email quickly about their account and services .

Teleperformance | Warren, Michigan

Cadillac Specialist | 01/2019 - 07/2021

Respond to telephone inquiries, provide quality service to customers and associates inquiring about the availability of products or status of orders, trained in road assistance for OnStar. Strive for quick complaint resolution Communicates effectively with all customers.

Skills

Computer skills, Microsoft office, Microsoft excel, Communication skills, Microsoft word, Computer literacy, Type 70 Wpm, critical thinker, Conflict Resolution, Service And Support

Education

Diploma Success | Detroit, MI

06/2018