

JEWELS BUSS

CUSTOMER SERVICE
REPRESENTATIVE



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Ruskin, Florida, 33570

About Me

Experienced and reliable customer service representative with an extensive experience providing assistance in a busy call center setting. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excelling in both team environments or alone. I have a great ability to multi-task, solve problems quickly and efficiently, I am also a fast learner and adapt to new environments quickly. Fully committed to following company procedures and winning loyal customers.

Experience

Texas Roadhouse January-June 2017

Hostess

- ~Greeted guests and gathered information to seat groups or place on waitlist.
- ~Scheduled reservations and notified servers and managers of large groups to prepare seating in advance.
- ~Answered telephone to provide dining information and take reservations.
- ~Resolved customer service and food-related issues to maintain guest satisfaction.

Iowa State Bookstore August 2018-2019

Cashier

- ~Greet customers, assist them in finding items around the store and check them out.
- ~Unload boxes, restock shelves, and count inventory at the end of shifts, along money handling.

Envoy October 2020-August 2021

Ramp Agent

- ~Operated conveyor belts, push-back tractors and aircraft tugs daily.
- ~Maintained on-time connections by guiding aircraft to and from gate positions.
- ~As a team we managed loading, unloading and security of aircraft cargo.
- ~Protected customers' baggage from loss, theft and damage

Floor And Decor August 2021-December 2021

Command Center

- ~Checking customers in, loading up their trucks, auditing their purchases, accepting incoming mail, inventory throughout the store, answering phone calls, as well as weekly paperwork of how well we run the store.

Moms Meals January 2022- April 2023

Call Center

- ~Answered incoming calls and provided highest level of professionalism and knowledgeable service to every customer.
- ~Engaged actively with callers, confirming or clarifying information and diffusing anger.
- ~Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- ~Built sustainable relationships and engaged customers by going extra mile.

Education

2016-2020
Ames High School
Graduate

Skills

Cashiering- 3+ years
Hostess- Less than 1 year
Customer Service- 4+ years
Typing 2+ years
Call Center 1+ year

Organized
Self Motivated
Time Management
Conflict Resolution
Team Leader