

# MICHELLE REES

Customer Service Executive

## DETAILS

### ADDRESS

1515 Pacific Ave  
Los Angeles, CA 90291  
United States

### PHONE

3868683442

### EMAIL

email@email.com

### PLACE OF BIRTH

San Antonio

### DRIVING LICENSE

Full

## LINKS

[Resume Viking](#)

[Resume.io](#)

## SKILLS

Communication Skills

Customer Service

Follow Up

Refunds and Repairs

Order & Contract Management

## PROFILE

Lively Customer Service Executive with 5+ years' work experience in solving complicated customer queries. Passionate about constructing sustainable customer relationships, increasing brand loyalty, and improving customer engagement.

## EMPLOYMENT HISTORY

### Customer Service Executive, Mediatrix

Opelousas

Jan 2018 — Mar 2021

Liable for monitoring relationships with hotels, offering quality levels of customer service and account management backing. Partnered with local management to develop and improve customer service organization design, including systems and process design.

- Handling customer communications and guaranteeing all new admission call activities are following set guidelines.
- Sharing best information and practices with colleagues and teams helps achieve the set sales targets and monitors apt collection procedures, maintaining the customer service focus.
- Overcoming clients' objections/ rejections of company products and attended calls professionally, offering total information about products, obtain details about complaints, and taking/order cancels.
- Keeping records of customer communications, complaints, transactions, comments, and actions taken, forms and applications, and processing orders.

### Customer Service Executive, Invok Brands

Ibaraki

Jan 2016 — Dec 2019

Accountable for revolutionizing and observing monthly metrics for customer service for every service professional, re-designing the company's customer service strategies to focus on the customers' experience.

- Built Customer Relationship Management database for company, utilized by management and the other customer service associates in tracking and resolving customer queries.

## HOBBIES

---

Running, Race Walking,  
Shooting

## LANGUAGES

---

English

---

Russian

---

- Coordinating with shipping department concerning customers' address changes, exchanges, and refunds.
- Organizing customer service and fulfillment department arrangements, increasing customer sales, and responding more proficiently to customer queries.
- Mentoring 10 associates in creating a customer service team, which led to promotion to head of customer service department in December 2013.

---

## EDUCATION

---

### **Bachelor of Science in Retail Management,- University of Florida**

Miami

Jan 2019 — Mar 2021

- Relevant Coursework: Management Communications, Retail Purchasing, Sales and Sales Management, Consumer Behavior, Project Management, Supply Chain Management, Business Leadership, Organizational Behavior, Retail Store Operations

### **Customer Service Management Certificate, American Public Power Association Online.**

Online

Jan 2019 — Jul 2019

---

## ACHIEVEMENTS

---

- Assisted an average of 27- 36 customers every month to refinance their mortgages because of personal problems such as health complications and retrenchment.
- Engaged with 78 clients daily via the live messaging system, resolving 93% of inquiries.
- Received the 2016 "New York State Customer Service Executive of the Year" from Wall Mart.
- Initiated a waste reduction strategy, reducing waste by 56% over one year.
- Cut customer service staff turnover by 30% after a promotion to team leader.