

CUSTOMER SERVICE REPRESENTATIVE / ADMIN ASSISTANT

Innovative Placements

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SUMMARY OF QUALIFICATIONS

Customer Service Specialist with 4+ years of experience in retail and call center settings. Background includes assembling and packing orders for shipment, cash management and performing inbound and outbound customer service calls. Possess excellent problem solving skills, particularly in dealing with difficult situations and working in a fast-paced atmosphere. Highly dependable and responsible worker; friendly, courteous and positive team player.

EDUCATION

Adult Learning Center

6/2010 – Present

Microsoft Office 2003/ 2007

- **Word, Excel, Access and Power point**

EXPERIENCE

Durham Staffing Buffalo, New York

4/2006 – 7/2006

Assembly/ Production

- Assembled and packed orders for shipment
- Picked and packed candy orders for Flowers Candy, Inc.
- Assembled light fixtures and display cases for Light Lab Inc.

Dial America Co. Williamsville, New York

12/2005 – 4/2006

Customer Service Representative

- Made outbound calls and took inbound calls to consumers regarding credit cards.
- Pre-qualified customers for major credit cards such as Capital One.
- Assessed and resolved customer concerns an orderly fashion.

Wal-Mart Cheektowaga, New York

7/2005 – 4/2006

Customer Service/ Cashier

- Provided customer service, fielded phone orders and operated cash register.
- Demonstrated prompt, friendly, and professional customer service.
- Responded to customer concerns, assisting with exchanges and returns.

Kelly Services Williamsville, New York

4/2004 – 3/2005

Production

- Sorted and packed books orders to prepare them for shipment for Harlequin Books Co.
- Performed quality control and inspection of books for shipment.

Survey Services. Tonawanda, New York

10/2003 – 4/2004

Customer Service

- Conducted surveys to consumers regarding beverages such as beer and soda.
- Assessed and resolved customer concerns an orderly fashion.

*Returning to the workforce after some health and family issues from 2006-present. Ready to re-enter and provide outstanding customer service with new computer training and experience.