

# Xcaret Robies

Customer Service

Professional

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## Details

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## Profile

Customer Service Professional with 1 year of experience in providing exceptional support and fostering positive customer relationships. Proficient in addressing customer inquiries, resolving issues, and maintaining customer satisfaction. Adept at working in fast-paced environments, utilizing strong communication and problem-solving skills to deliver top-notch service. Committed to enhancing customer experiences and contributing to a team-oriented workplace.

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## Employment History

### Customer Service Manager at Florida Power & Light Company, FL

Mar 2023 - Present

- Reduced customer complaints by 20% within the first year through implementing effective communication strategies, streamlining processes, and enhancing staff training programs.
- Increased customer satisfaction ratings by 15% in a span of two years by consistently analyzing customer feedback, identifying areas for improvement, and developing targeted solutions to address concerns.
- Boosted team productivity by 25% within 18 months by optimizing scheduling, implementing performance metrics, and fostering a collaborative work environment that encouraged continuous learning and growth.

### Customer Service Representative at , FL

Sep 2022 - Jan 2023

- Achieved a 98% customer satisfaction rating by efficiently resolving over 300 inquiries per week, leading to an increase in repeat business and positive reviews for the company.
  - Successfully upsold additional products and services to customers, resulting in a 25% increase in sales revenue and contributing to the overall growth of the company.
  - Implemented a new customer feedback system that reduced response time by 40%, allowing the team to address and resolve issues more quickly and improving overall customer experience.
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## Education

### Associate of Applied Science in Customer Service Management at Miami Dade College, Miami, FL

Sep 2017 - May 2022

Relevant Coursework: Customer Service Principles, Business Communication, Conflict Resolution, Customer Relationship Management, Marketing Strategies, Sales Techniques, Team Management, and Performance Analysis.

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