

Camelia Tone

Customer Service Representative

Profile

I am a highly motivated and organized customer service representative with over 1 year of experience. I have a proven track record of providing exemplary customer service, resolving various customer inquiries, and improving customer satisfaction. My passion for customer service and problem solving has enabled me to provide an exceptional customer experience. I have also successfully implemented strategies and procedures to improve customer service operations, resulting in increased customer satisfaction and loyalty. I possess strong communication and interpersonal skills that allow me to effectively interact with customers and colleagues. I am experienced in using various customer service systems and software, and am proficient in MS Office and the Internet. I am confident that my skills and experience can make a positive contribution to your organization.

Employment History

Customer Service Representative at Amazon, VA

Dec 2022 - Present

- Reduced customer wait times by 25% in the first 6 months of employment with Amazon. Through proactive communication with customers and efficient problem solving techniques, I was able to resolve customer inquiries faster and improve customer satisfaction.
- Processed an average of 100 orders per day in the first year of employment while maintaining an accuracy rate of 98%. My work helped ensure that customers received their orders on time and without any issues.
- Created and implemented a customer service training program for new hires which resulted in a 10% decrease in customer complaints in the first 6 months. The program included best practices for customer service, problem solving techniques, and tips for building relationships with customers.

Associate Customer Service Representative at Bank of America, VA

Sep 2022 - Oct 2022

- Developed a process that reduced customer wait time by 50%. As an Associate Customer Service Representative at Bank of America, VA, I developed a process that enabled customers to receive their requested information in half the time. This process was implemented across the entire branch, resulting in a 50% reduction in customer wait time.
- Received "Employee of the Month" award for outstanding customer service. I was selected as Employee of the Month due to my commitment to resolving customer issues quickly and efficiently. My approach to customer service earned me recognition from both my colleagues and customers.
- Generated \$50,000 in new revenue for the bank. As an Associate Customer Service Representative, I was able to successfully identify opportunities to expand existing customer relationships. Through my efforts, I was able to generate \$50,000 in new revenue for the bank.

Education

Details

camelia.tone@gmail.com

(538) 330-1386

Richmond, VA

Links

[linkedin.com/in/cameliatone](https://www.linkedin.com/in/cameliatone)

Skills

Communication

Interpersonal

Problem-solving

Patience

Empathy

Conflict Resolution

Time Management

Languages

English

Portuguese

Hobbies

Reading

Painting

Cooking