

Customer Service Specialist

EXPERIENCE

Google Ads customer service Agent

Majorel SP. Z O.O.

05/2022 - 07/2022 Warsaw, Poland

- Accelerated delivery of client-tailored Google Ads product knowledge, outpacing company peers by 35% through interactive workshops, personalized case studies, and targeted Q&A sessions, resulting in increased client satisfaction and retention rates.
- Analyzed customer data to identify challenges, formulate possible resolutions, and uphold service excellence
- Defined and structured solutions for clients using extensive knowledge of the products resulting in 10-15 client retentions per month
- Demonstrated proficiency in Google Ads product knowledge to clients in both Romanian & English languages

Bilingual Customer Service Sales Representative

Wisecars SP. Z O.O.

10/2021 - 12/2021 Warsaw, Poland

- Achieved a 20% higher outgoing call proficiency rate than company peers by providing bilingual customer support in English and French, resulting in improved customer satisfaction and retention rates
- Recorded outstanding satisfaction rates by closing customer cases 25% higher than department average
- Responded to an ongoing influx of customer calls, consistently enhancing response times to ensure a smooth and efficient customer experience
- Successfully addressed customer issues pertaining to car rentals

Guest Service Supervisor

Casa Loma

10/2018 - 11/2020 Toronto, Canada

- Responsible for 30% of staffs scheduling and payroll
- Delivered more than 1,000 ticket sales per quarter
- Collaborated in close coordination with various departments to fulfill guest requirements and deliver the optimal experience
- Scored 15-20% higher on customer satisfaction evaluations than company peers
- Guaranteed that the attire and grooming of the staff adhered to company standards

EDUCATION

Hospitality Management

Humber North College

01/2018

SUMMARY

A dedicated Customer Service Specialist who effectively achieved a 30% reduction in client budgets. Committed to fostering and fortifying professional connections with the aim of augmenting profitability and propelling business achievements. Adaptable and proficient individual boasting a combination of over 5 years of experience in Customer Service & Sales. Well versed in English, French and Romanian.

CERTIFICATES

AI-Powered Performance Ads

SKILLS

Technical Support

Sales & Upselling

Interpersonal

Google Ads

Microsoft Word

Closing Deals

Product Knowledge

Time Management

Problem-Solving

Computer Proficient

Data Analysis

MS Office

Conflict Resolution

Negotiation

Customer Relationship Management (CRM)

LANGUAGES

English

Native



French

Proficient



Romanian

Proficient

