

Customer Support Representative, Solid Security | Customer Service
| Service Desk

Кращі навички

Teamwork

Evacuation

System Control

Стислий огляд

Experienced Customer Service Professional with over 2 years of dedicated service in various customer-facing roles. Possessing exceptional communication and interpersonal skills, coupled with strong computer literacy, I excel in delivering top-notch customer experiences. Known for my ability to efficiently handle inquiries, resolve issues, and maintain positive customer relationships. Proven track record of completing tasks promptly and ensuring customer satisfaction at every interaction.

My key areas of expertise include:

Troubleshooting | Relationship-building | Multitasking
| Technical proficiency |
Conflict resolution |
Product familiarity |
Team collaboration |
Proactivity |

Досвід

Solid Security Sp. z o.o.
Front Desk Receptionist
December 2023 - Present (9 місяців)
Cracow, Małopolskie, Poland

- * Greet visitors and provide them with direction and assistance as needed.
 - * Verify visitor identity, purpose of visit, and issue visitor badges.
 - * Monitor and control access to the facility.
 - * Enforce security policies and procedures.
 - * Respond to emergency situations and security alarms
- Manage security systems, including CCTV and access control.

* Complete administrative tasks, such as answering phones and processing paperwork.

Bed&Bath Kazimierz Apartments

Front Desk Officer

October 2023 - December 2023 (3 місяців)

Cracow, Małopolskie, Poland

- * Greet guests warmly as they arrive, providing a positive first impression and ensuring excellent customer service.
- * Handle guest check-ins and check-outs efficiently, processing payments, and verifying guest information accurately.
- * Respond promptly to guest inquiries and requests, providing information about hotel facilities, services, and local attractions.
- * Manage reservations and room assignments, ensuring that guest preferences are accommodated whenever possible.
- * Resolve guest complaints and issues promptly and professionally, striving to exceed guest expectations and ensure a memorable stay.

Data call

Customer Service Representative

March 2020 - March 2021 (1 рік 1 місяць)

Kremenchuk Raion, Poltava, Ukraine

- * Providing exceptional customer service by promptly responding to inquiries and resolving issues via various communication channels such as phone, email, and live chat.
- * Demonstrating product knowledge and expertise to effectively address customer concerns and provide accurate information about products or services.
- * Documenting customer interactions, inquiries, and resolutions in the CRM system to maintain accurate records and facilitate follow-up if needed.
- * Collaborating with other departments such as sales, technical support, and logistics to ensure seamless customer experiences and timely resolutions.
- * Proactively identifying opportunities to improve processes, products, or services based on customer feedback and escalating complex issues to higher-level support teams when necessary.

Освіта

Wyższa Szkoła COSINUS

Bachelor of Applied Science - BAsc, Dentistry · (September 2023 - January 2024)
