

Andie Paton

Customer Service

+61 1900 654 321
example@wozber.com
www.wozber.com
Melbourne, VIC

EXPERIENCE

Customer Service Support

AAB Insurance
05/2015 - Present

- Delivered an exceptional customer service experience, resolved issues and shared benefits of additional services. Recognized for being positive, intuitive, and client-centric.
- Promptly responded to around 70 general telephone and email inquiries per day regarding existing business accounts.
- Managed 100 clients' data quarterly and maintained individual customer service about up-to-date knowledge of account changes, operations, and financial options.

Salesperson

AAB Retail
05/2014 - 04/2015

- Motivated co-workers by encouraging teamwork, rewarding positive behavior, and promoting optimism.
- Demonstrated organizational skills by cross-training and providing backup for other customer service representatives when needed.
- Greeted and assisted customers with various issues, introduced protection programs, and additional service packages.

EDUCATION

Keller High School
2014
High School Diploma

SKILLS

Customer Service	Advanced
Communication	Advanced
Service and support	Advanced
Energy	Expert
Computer Skills	Intermediate
Active Listening	Advanced
Strategic Prospecting Skills	Intermediate
Organizational Skills	Intermediate
Strategic Time Planning	Advanced
Calling	Advanced
Flexibility	Expert
Initiative	Expert

LANGUAGES

English	Native
Portuguese	Intermediate