

Andie Paton
Customer Service

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EXPERIENCE

Customer Service Support

05/2015 - Present

AAB Insurance

- 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

05/2014 - 04/2015

AAB Retail

- 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 - High School Diploma

2014

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