

Mary O' Brien

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CUSTOMER SERVICE REPRESENTATIVE

Highly motivated customer service representative with over 13-years experience in diverse and challenging environments. Accustomed to deadline-orientated, target-driven and high-pressure environments where every minute counts and acknowledged for capacity to identify issues, resolve problems, capitalise on opportunities and ensure that high standards of quality, sales and service delivery are maintained.

Key Strengths

- Customer Relationship Management
- Problem Solving
- Cross-Cultural Communication
- Complaint/Dispute Resolution
- Record & Information Management
- Administrative Processes
- Team Building & Motivation
- High-Impact Service Delivery
- Telephone Sales & Solution Selling
- Multilevel Communication
- Productivity Improvement
- MS Office
- Procedural Compliance
- Supervision & Training

Professional Training: Closing the Sale • Telemonitoring Procedures • Cross-Selling Strategies • Product Suite

EMPLOYMENT EXPERIENCE

VERIZON, New York, NY

since 1999

Customer Service Representative

Multifaceted customer service role supporting over 5,000 business customers. Provided information on services, recommended options and scheduled installations on phone, fax and computer lines. Juggled competing demands and executed balanced judgment in high-stress situations ensuring high-impact service delivery.

- Reduced call time by nearly 20% and exceeded daily service KPIs by up to 25%.
- Cross-sold services on 40% of calls, upgraded customers on national service plans, call waiting, call forward, caller ID, international calling plans and phone/internet packages.
- Retained key account representing \$1,000 000 in business, by resolving service issue on behalf of furious client. Personally commended by supervisor and president.
- Consistently met and exceeded call monitoring expectations through accurate record keeping and subsequent random auditing.
- Awarded, "Employee of the Month", for achieving over 50% of daily service targets, identifying issues and recommending solutions within targeted timeframes.

VENUS SPORTSWEAR, Newark, NJ

1995 - 1999

Customer Service Representative

Developed and consolidated outstanding customer service skills, selling catalogue products for swimwear and sportswear. Achieved exceptional sales by applying influential selling techniques and optimised service delivery via personalized communications.

- Recognized as top salesperson for exceeding productivity targets by 25%. Harnessed initiative and resourcefulness and generated additional revenue by leveraging strong interpersonal skills and communication ability to up-sell accessories and complementary items.
- Improved productivity and reduced representative call times by nearly one minute through transfer of product information to intranet site.
- Hand-picked to train new customer representatives ensuring that quality standards were highlighted and achieved.
- Launched and piloted employee recognition program where employees were publicly and personally recognized for sales improvements over three months. This highly successful program is still used today.
- Stepped-up and performed interim supervisory role, monitored phone calls and provided appropriate performance feedback.