
Customer Care Consultant Resume

Job Objective

Seeking a Customer Care Consultant position in a stable company where I can use my skills to benefit the company.

Work Experience:

Customer Care Consultant, August 2005 – Present
Afni, Visalia, CA

- Answered incoming telephone calls in a prompt, professional and friendly manner.
- Gathered information about the customer to place product and service orders.
- Entered data into computer utilizing various client-software packages.
- Attended training to update system and product knowledge.
- Investigated and updated activities on customer account.

Customer Care Consultant, May 2000 – July 2005
Orange Tree Employment Screening, Visalia, CA

- Responded and resolved questions and needs of customers in a timely, professional and courteous manner.
 - Developed relationships with clients through individual and telephonic conversation.
 - Evaluated performance and ensured that customer business needs were being met.
 - Provide client retention and satisfaction.
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Summary of Qualifications:

- Extensive experience in customer care service
 - Skilled at using phone system; navigate multiple computer applications and data entry systems
 - Amazing ability to meet typing and accuracy requirements set by the client
 - Outstanding ability to speak with proper grammar and accent easily understood by the customer
 - Ability to make decisions and solve problems
 - Ability to type a minimum of 35 words per minute
 - Proficient in Microsoft Office and Internet
 - Positive Attitude and strong interpersonal and listening skills
 - Strong verbal and written communication skills in Spanish and English
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Education:

High School Diploma, Central Connecticut State University, Connecticut, CT

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