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## Customer Service Evaluator Resume

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### Job Objective

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

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### Highlights of Qualifications:

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- Highly experienced in assessment, analysis and reporting on customer service and satisfaction
  - Profound knowledge of financial services industry and clerical practices
  - Outstanding knowledge of using Microsoft Office software applications
  - Familiarity with data collection and evaluation methodologies
  - Ability to record and process customer-specific account information
  - Ability to prepare and submit work reports accurately and on time
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### Professional Experience:

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Customer Service Evaluator  
Brilliant Pieces Solutions, Saint Cloud, MN  
August 2012 – Present

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### Responsibilities:

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- Collected and documented relevant and accurate data on customer service delivery.
- Performed in-depth assessment of collected data and conducted its detailed analysis.
- Documented and communicated factual findings to appropriate authorities.
- Prepared and submitted evaluation and outcome reports, in a proper manner.
- Determined and addressed the significance of control weaknesses and operational issues.
- Assisted with process improvement and affected cost containment on all types of assignments.

Customer Service Evaluator  
ARROW EXTERMINATORS , Inc, Saint Cloud, MN  
May 2009 – July 2012

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### Responsibilities:

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- Handled and evaluated customer database and related confidential reports and records.
  - Reviewed and interpreted customer and employee satisfaction data.
  - Ensured prompt handling of customer issues and managed their resolution in an effective and timely manner.
  - Prepared and submitted detailed evaluation report related to customer service.
  - Inspected and reported on physical state and cleanliness of sales and food services areas.
  - Provided onsite customer-service research and ensured delivery of high level of customer service.
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### Education:

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Bachelor's Degree in Marketing  
Harcum College, Bryn Mawr, PA

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