##  Work history

**Customer Service Representative** – 04/2017 to 09/2018

**BATS Global Markets Inc**., Chicago

* Contact customer to follow up on purchases, suggest new merchandise and inform on promotions and upcoming events.
* Promote business as superior provider committed to efficiency and accuracy when engaging with customers.
* Answer product questions with up-to-date knowledge of sales and store promotions.
* Provide timely and effective replacement of damaged or missing products.

**Customer Service Representative** – 04/2015 to 09/2016

**Foodspotting Inc.,** Chicago

* Assisted customers with food selection, inquiries and order customization requests.
* Answered average of 100 calls per day, addressing customer inquiries, solving problems and providing new product information.
* Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
* Contacted customer to follow up on purchases, suggest new merchandise.

Melanie Robinson

+1 (970) 333-383-999

melanie.robinson@mail.com

linkedin.com/melanie.robinson

##  Summary

Qualified Customer Service Representative with over 4 years in fast-paced customer service and call center environments. As a customer service representative I am personable good at building loyal relationships, solving problems, and Increasing Sales. I also excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.

##  Skills

* International sales support
* Strategic sales knowledge
* Exceptional communication skills
* Stock records management
* Quality assurance and control
* Strategic sales knowledge
* Exceptional communication skills

##  Education

Bachelor of Arts:

Marketing Oregon State University – 2014

##  Reference

Steve Halloway - Business Consultant at SX Solutions

﻿shalloway@sxsolutions.com

305-300-7891