

RIATTA LARETO

Customer Service Associate

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📍 San Francisco, California

🌐 [LinkedIn](#)

WORK EXPERIENCE

Customer Success Specialist Greyhound

- 📅 December 2020 - current 📍 San Francisco, CA
 - Optimized the Lifetime Value (LTV) of 120+ monthly customers
 - Collaborated with the CS manager to create 12 key CSS checklists to manage the client life cycle
 - Implemented virtual Q&A sessions with 25+ various clients per week, creating specialized walkthroughs through the website to save 14+ hours of direct customer interfacing
 - Handled difficult and complex customer complaints, resolving issues within 4 minutes, on average, and **receiving a customer satisfaction score of 4.9 out of 5**

Customer Ticket Agent Delta

- 📅 November 2019 - December 2020 📍 San Francisco, CA
 - Confirmed flight and travel information, checking in 400+ customers per day at California's second most-trafficked airport
 - Sold last-minute tickets, **upselling 28% of customers on trip insurance and travel upgrades**
 - Followed 100% of FAA regulations and requirements and airline policies and procedures
 - Revitalized Delta's brand identity, showing up for 84% of shifts early, treating all customers with the highest regard, and maintaining a tidy appearance
 - Resolved complaints and calmed agitated customers, helping 7+ late customers per shift make their flights on time

Customer Service Consultant Viking Cruises

- 📅 June 2018 - November 2019 📍 Remote
 - Attained 97% customer satisfaction on voluntary surveys, increasing customer retention by 6%
 - **Grew existing customer accounts by 9%** through compassionate customer service and effective sales techniques
 - Triage'd incoming calls, thereby reducing the average time-to-resolution by 4 minutes
 - Maintained a courteous, empathetic attitude towards customers, reducing complaints about service by 27%

EDUCATION

B.A. Communications [San Francisco State University](#)

- 📅 September 2014 - June 2018
- 📍 San Francisco, CA
- 📊 GPA: 3.6

SKILLS

- Sales
- Customer Service
- Collaboration
- Negotiation
- Account Management
- Zoom
- Problem-solving
- Positive Mindset
- Empathy
- CRM

CERTIFICATIONS

- Certified Customer Service Professional (CCSP)
- Customer Service Representative Certification (CSRC)

Resume Template 2025 Customer Service

SB Merriam

A decorative red circular graphic with a gradient, partially obscured by the light blue bar, located to the right of the 'SB Merriam' text.

Resume Template 2025 Customer Service:

Adopting the Beat of Expression: An Emotional Symphony within **Resume Template 2025 Customer Service**

In a world eaten by displays and the ceaseless chatter of instantaneous transmission, the melodic elegance and emotional symphony produced by the published word usually fade in to the backdrop, eclipsed by the persistent sound and disruptions that permeate our lives. However, nestled within the pages of **Resume Template 2025 Customer Service** an enchanting fictional treasure overflowing with organic emotions, lies an immersive symphony waiting to be embraced. Constructed by an outstanding composer of language, that captivating masterpiece conducts viewers on an emotional journey, skillfully unraveling the hidden melodies and profound influence resonating within each carefully crafted phrase. Within the depths with this moving assessment, we will investigate the book is key harmonies, analyze their enthralling writing design, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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