# RIATTA LARETO

# **Customer Service Associate**

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J (123) 456-7890

III Linkedin

San Francisco, California

### WORK EXPERIENCE

### Customer Success Specialist

#### Greyhound

- - 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
  - Triaged incoming calls, thereby reducing the average time-toresolution 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**

**Kumar Sundaram** 

Resume Template 2025 Customer Service:

This book delves into Resume Template 2025 Customer Service. Resume Template 2025 Customer Service is an essential topic that needs to be grasped by everyone, ranging from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Resume Template 2025 Customer Service, encompassing both the fundamentals and more intricate discussions.

- 1. The book is structured into several chapters, namely:
  - Chapter 1: Introduction to Resume Template 2025 Customer Service
  - Chapter 2: Essential Elements of Resume Template 2025 Customer Service
  - Chapter 3: Resume Template 2025 Customer Service in Everyday Life
  - Chapter 4: Resume Template 2025 Customer Service in Specific Contexts
  - ∘ Chapter 5: Conclusion
- 2. In chapter 1, the author will provide an overview of Resume Template 2025 Customer Service. This chapter will explore what Resume Template 2025 Customer Service is, why Resume Template 2025 Customer Service is vital, and how to effectively learn about Resume Template 2025 Customer Service.
- 3. In chapter 2, the author will delve into the foundational concepts of Resume Template 2025 Customer Service. The second chapter will elucidate the essential principles that need to be understood to grasp Resume Template 2025 Customer Service in its entirety.
- 4. In chapter 3, this book will examine the practical applications of Resume Template 2025 Customer Service in daily life. The third chapter will showcase real-world examples of how Resume Template 2025 Customer Service can be effectively utilized in everyday scenarios.
- 5. In chapter 4, this book will scrutinize the relevance of Resume Template 2025 Customer Service in specific contexts. The fourth chapter will explore how Resume Template 2025 Customer Service is applied in specialized fields, such as education, business, and technology.
- 6. In chapter 5, this book will draw a conclusion about Resume Template 2025 Customer Service. This chapter will summarize the key points that have been discussed throughout the book.
  - The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. It is highly recommended for anyone seeking to gain a comprehensive understanding of Resume Template 2025 Customer Service.

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