

RIATTA LARETO

Customer Service Associate

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☎ (123) 456-7890

📍 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 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

SJ Ball



Resume Template 2025 Customer Service:

Unveiling the Magic of Words: A Overview of "**Resume Template 2025 Customer Service**"

In some sort of defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their ability to kindle emotions, provoke contemplation, and ignite transformative change is actually awe-inspiring. Enter the realm of "**Resume Template 2025 Customer Service**," a mesmerizing literary masterpiece penned by way of a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve in to the book is central themes, examine its distinctive writing style, and assess its profound impact on the souls of its readers.

http://nevis.hu/public/Resources/index.jsp/ndiapanorama_van_oude_culturen.pdf

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web elle englobe une palette de plats variés allant des savoureux ramen aux currys délicatement parfumés en passant par les nems croustillantes et les grillades yakitori la cuisine japonaise est un véritable voyage gustatif qui saura satisfaire tous les palais

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sauce de soja shoyu plus ou moins salée le sake alcool de riz le mirin un autre alcool de riz sucré le miso pâte de soja le vinaigre de riz et le sucre tous ces ingrédients sont faciles à trouver en france

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put king hassan in a difficult situation where he had to choose between the survival of his family and the betrayal of his fiancée

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