

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

Pasquale De Marco



Resume Template 2025 Customer Service:

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