

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)

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Camilla Rothe



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Table of Contents Resume Template 2025 Customer Service

1. Understanding the eBook Resume Template 2025 Customer Service
 - The Rise of Digital Reading Resume Template 2025 Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template 2025 Customer Service
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Resume Template 2025 Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template 2025 Customer Service
 - Personalized Recommendations
 - Resume Template 2025 Customer Service User Reviews and Ratings
 - Resume Template 2025 Customer Service and Bestseller Lists

5. Accessing Resume Template 2025 Customer Service Free and Paid eBooks
 - Resume Template 2025 Customer Service Public Domain eBooks
 - Resume Template 2025 Customer Service eBook Subscription Services
 - Resume Template 2025 Customer Service Budget-Friendly Options
6. Navigating Resume Template 2025 Customer Service eBook Formats
 - ePub, PDF, MOBI, and More
 - Resume Template 2025 Customer Service Compatibility with Devices
 - Resume Template 2025 Customer Service Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Resume Template 2025 Customer Service
 - Highlighting and Note-Taking Resume Template 2025 Customer Service
 - Interactive Elements Resume Template 2025 Customer Service
8. Staying Engaged with Resume Template 2025 Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Resume Template 2025 Customer Service
9. Balancing eBooks and Physical Books Resume Template 2025 Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Resume Template 2025 Customer Service
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Resume Template 2025 Customer Service
 - Setting Reading Goals Resume Template 2025 Customer Service
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Resume Template 2025 Customer Service
 - Fact-Checking eBook Content of Resume Template 2025 Customer Service
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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