

# Kathy Celestine

Customer Service Representative

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## PROFESSIONAL SUMMARY

A professional with over 5+ years of experience in Sales, Tech Support and Customer Service Skills. Recognized as the #01 Customer Service Rep in 2019 and 2020 respectively. Increased the sales growth of the company by 8% using Lead Generation and Sales Tracking Methods.

## WORK EXPERIENCE

**Customer Service Representative**  
**California Marketing Group - MI, USA**

Jan 2018 - Jun 2021

- Handled 100+ calls daily and served their queries with proper solutions.
- Received an average customer satisfaction rate of around 95%, which is 10% higher than the company average.
- Increased sales by 25% over the targeted total sales in 2020 by providing a professional service to customers.
- Trained 10+ Junior Customer Service Representatives on how to handle customers over the phone.

**Client Service Representative**  
**Digital Library - NY, USA**

Mar 2016 - Dec 2017

- Set up new clients to use online internet portal for ordering.
- Developed client relationships and received multiple complimentary emails of exemplary service.
- Maintained professional relationships with client contacts to ensure top-notch customer service was delivered.
- Performed client service functions including execution of daily financial transactions, issue/problem resolution, client education and account maintenance.

**Inbound Customer Service Agent**  
**Draper - UT, USA**

Invalid date - Invalid date

- Answered all customer calls promptly and professionally.
- Documented and update customer records based on interactions.
- Work as a team player and uphold the company's standards of professionalism and integrity.

## EDUCATION

**Bachelor In Business Management**  
**Manhattanville College - New York**

Jan 2012 - Dec 2015

## SKILLS

- Active Listening
- Problem Solving
- Decision Making
- Empathy
- Tolerance
- Computer Skills
- Microsoft Office Suite
- LiveChat
- Zendesk
- Problem Solving
- Language Skills
- Negotiation
- Persuasion Skills
- Typing
- Mathematics

## CERTIFICATES

- Certified Customer Service Professional (CCSP) (Jul 2021)
- Certified Customer Experience Professional (CCEP) (Nov 2018)

# Customer Service Representative

Resume Example by: [cresuma.com](https://cresuma.com)

# Customer Service Representative Resume

**Jay A. Block, Michael Betrus**



## Customer Service Representative Resume:

*Real-Resumes for Customer Service Jobs* Anne McKinney, 2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers     *Resumes and Cover Letters that Have Worked* Anne McKinney, 1996 Model cover letters and resumes cover such fields as aviation communication finance and sales     *Real-resumes for Administrative Support, Office & Secretarial Jobs* Anne McKinney, 2004 Those who seek jobs in the office support field will find this book to be a valuable resource Office managers administrative assistants executive aides and other office support personnel have a lot of common when they create a resume and this book shows resumes and cover letters of individuals who want to find work ranging from office management to clerical No matter what industry or type of work medical manufacturing nonprofit and other environments this book will provide a competitive edge to those who seek employment which involves admin support executive support clerical and secretarial responsibilities For those who seek federal employment theres a special section in the book showing how to create federal resumes and government applications     Real-resumes for Supply & Logistics Jobs Anne McKinney, 2006 If you ve been working in a specialized field like supply or logistics you really yearn to see sample resumes and cover letters of job hunters who have a similar background to yours These resumes and cover letters were used in real job campaigns and they speak the language of supply and logistics You will gain insights into how to use the specialized language of supply and logistics and actually translate technical concepts of the supply and logistics field into language that can be easily understood     **InfoWorld** ,1997-04-07 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects     **101 Best Resumes to Sell Yourself** Jay A. Block, 2002-04-30 Explains how to organize information on employment history education and skills into a resume that effectively markets a person s abilities and includes sample resumes for jobseekers in a variety of fields     Resume Handbook Bmcc Coop, 1993-03     **101 Best Resumes: Endorsed by the Professional Association of Resume Writers** Jay A. Block, Michael Betrus, 1997-03-22 Offers advice on how to create letters and resumes that get jobs     The Career Coward's Guide to Resumes Katy Piotrowski, 2008 This third book in the Career Coward s series helps readers tackle the Herculean task of assessing their strengths and creating a paper sales document about themselves In her friendly and comforting style career coach Katy Piotrowski walks readers though all the basic steps of writing a resume and cover letter that fairly promotes their strengths and experiences without sounding like bragging You ll learn how to

determine what to include on your resume for great results develop your unique experiences into powerful resume content follow a foolproof process for creating a resume that works and write outstanding cover letters in just minutes

**Customer Service Representative Red-hot Career Self Assessment Guide** Red-hot Careers,2017-06-10 Land your next Customer Service Representative role with ease and use the 1184 REAL Interview Questions in this time tested three strategies book to demystify the entire job search process from Knowing to Assessing to Succeeding If you only want to use one long trusted guidance this is it What s Inside 1 Know Everything about the Customer Service Representative role and industry in what Customer Service Representatives do Customer Service Representative Work Environment Customer Service Representative Pay How to become a Customer Service Representative and the Customer Service Representative Job Outlook 2 Assess Prepare and tackle the interview and Customer Service Representative role with 1184 REAL interview and Self Assessment questions covering 69 interview topics including Organizational Unflappability Toughness Reference Basic interview question Listening Setting Priorities Brainteasers Follow up and Control and Introducing Change PLUS 59 MORE TOPICS 3 Succeed Apply what you have gained from Knowing and Assessing learn the techniques to write a successful resume how to get it in front of the right people and land your next Customer Service Representative role This one of a kind book includes unlimited online access to extensive Customer Service Representative sample resumes research documentation and much much more Purchase this book to rock the interview and get your dream Customer Service Representative Job [Gallery of Best Resumes for Two-year Degree Graduates](#) David Franklin Noble,1996 An outstanding guide for two year degree graduates this book contains more than 200 sample resumes written by professional resume writers which show readers how to present their special training in an effective and professional manner **Gallery of Best Resumes for People Without a Four-Year Degree** David F. Noble,2005 Professional resume writers from across North America and the English speaking world submitted thousands of sample resumes and only the very best made it into the Gallery of Best Resumes for People Without a Four Year Degree All are eye catching one of a kind resumes that will help you land more job interviews The Gallery includes examples of chronological functional combination and electronic resumes Book jacket **The Career Change Resume** Kim Isaacs,Karen Hofferber,2003 Written by the official resume advisers to Monster com this is the ultimate guide to creating life changing resumes The Career Change Resume helps aspiring career changers reinvent themselves by showing them how to transform their resumes The book includes step by step instructions demonstrating how to craft resumes that open doors to new careers more than 150 sample resumes and cover letters valuable innovative career change tools and strategies and solutions to common problems plaguing career changers **Just Resumes** Kim Marino,1997-03-12 Presents 200 job winning r sum samples provides information on using the Internet to conduct a job search and offers tips and techniques for creating an effective r sum **Resume Power** Tom Washington,2000-06-13 Developing a top quality resume says expert Tom Washington is dependent on knowledge and time knowledge of how to

write a resume and market yourself and time to write revise and write again In addition to writing tips Washington provides up to the minute information on how to use the Internet effectively once the resume is ready to be sent out     **The No-pain Resume Workbook** Hiyaguha Cohen,1992 Writing a resume doesn t have to be a stressful event This guide contains fill in the blank forms for each component of the resume with much of the wording already provided Writing a resume has never been easier Includes sample resumes and cover letters plus an optional mail in fax in critique and typesetting service Cartoons graphics and quotations throughout     **Resumes For Dummies** Joyce Lain Kennedy,1998-05-29 Contains tips and suggestions for creating a resume that will be noticed by prospective employers includes information on choosing a format drafting a summary statement using key words and formatting a digital resume     **Gallery of Best Resumes for People Without a Four-year Degree** David Franklin Noble,2000 An outstanding guide for two year degree graduates this book contains more than 200 sample resumes written by professional resume writers which show readers how to present their special training in an effective and professional manner     *Winning Resumes* Matthew Greene,1994 You want the job but how do you get your resume to stand out from the hundreds of others employers usually get Writing the old type of basic resume just doesn t cut it anymore It s too vague too bland and too lackluster It won t sell you Written by a personal expert this remarkably effective guide shows you how to turn your resume into a mini sales presentation that grabs immediate attention because it offers your best selling points Whether you are a recent college grad or a midlife career changer you ll learn how to get a jump on other job applicants with this strategy packed book that is complete with sample resumes tips on format style and words phrases and sentences that sell There s so much you can copy or adapt     **Writing Effective Resumes** Jeffry Richard McCabe,McCabe,1993

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