# RIATTA LARETO

# **Customer Service Associate**

□ r.lareto@email.com
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)

# **Customer Service Associate Resume**

**Tony BESHARA** 

#### **Customer Service Associate 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 Unbeatable Resumes Tony BESHARA, 2011-06-16 Need serious help with your rTsumT Turn to the employment expert Dr Phil calls the best of the best What does Tony Beshara do that most rTsumT experts don t While the experts write rTsumTs all day Tony the veteran placement specialist featured regularly on the Dr Phil show actually uses them to get people jobs With Unbeatable RTsumTs Tony dissects and discusses real life rTsumTs for jobs in a wide range of industries from healthcare to banking construction to technology administration to sales and marketing and more The book shows readers how to build a powerful rTsumT utilize keywords effectively use gaps and job changes to their advantage and pair their rTsumTs with concise dynamic cover letters He complements his expertise he has personally placed more than 8 500 professionals with the results of a survey of more than 3 000 managers executives HR specialists and other hiring authorities about what gets rTsumTs read interviews granted and jobs offered Readers will learn The critical components of well written rTsumT How to ensure their rTsumT actually gets read by the right people What employers look for and what turns them off How to customize a rTsumT for a particular job The truth about video rTsumTs job search websites and social networking sites like FaceBook LinkedIn andMySpace And much more Unbeatable RTsumTs shows job seekers of all types how to present themselves in the best possible light for the best possible position The Complete Book of Resumes Karen Schaffer, 2005-11-01 Crafting the perfect resume is the first step for job seekers And these days employers have tons of different filters to weed out candidates and narrow their hiring pool The Complete Book of Resumes is packed full of information on crafting a resumes and the kind of structure and language that will get an employer s immediate attention as well as tons of samples for readers to use as a guideline for success The Complete Book of Resumes includes information on How to begin if you re starting from scratch The profile or the most important part of your resume Work experience or What have I been doing all these years Punching it up how to make a good resume great The career transition resume chapter for brave souls You re just starting out Big leaps positioning yourself for jobs above your current level Including more than 300 resumes The Complete Book of Resumes is perfect for recent graduates or seasoned candidates with years of experience

The Damn Good Resume Guide, Fifth Edition Yana Parker, Beth Brown, 2012-05-22 One of the best selling resume books of all time and a trusted resource for job seekers for nearly three decades this edition of The Damn Good Resume Guide has

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The

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