

# RIATTA LARETO

## Customer Service Associate

✉ r.lareto@email.com

☎ (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)

# Customer Service Associate Resume

**Pat Criscito**



## 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 potential employers

**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

been completely revised and updated for today's marketplace 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 been completely revised and updated for today's marketplace The Shortest Distance Between You and Your Next Job For hundreds of thousands of job seekers The Damn Good Resume Guide has been the go to resource for writing and refining their resumes to damn near perfection Filled with savvy advice and written in a straightforward user friendly style The Damn Good Resume Guide will help you zero in on that dream job then craft a winning resume that gets your foot in the door This tried and true best seller has been fully revised and updated for today's job market including Contemporary sample resumes all of which landed interviews with job objectives running the career gamut from line cook to sales manager school principal to software engineer Tips on creating a functional chronological or hybrid resume and advice on choosing which format is best for you What to include and what to leave out of your resume so you get the job you really want Smart ways to deal with gaps in your work history and other less than ideal resume scenarios Instructions for writing cover emails and submitting resumes electronically How to set up and excel at an informational interview Advice for formatting polishing and proofing your resume so that it stands out in the right way And much more Follow Parker and Brown's ten easy steps and you'll be well on your way to a smart effective and thoroughly modern resume a resume that makes you look good and produces results

*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 in 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 there's a special section in the book showing how to create federal resumes and government applications

**Real-resumes for Financial Jobs** Anne McKinney, 2001 A book designed to be the best friend of those who want to enter advance in and change jobs in one of the hottest industries in the 21st century finance The best way to enter a new industry is to look and sound as though you belong in the field so there are resumes to help the career minded find their first job in the financial world Other resumes help the financially astute professional advance in the field You'll find job titles such as these in this book designed to help those who want to move in this hot field of opportunity auditor financial services consultant investment banker commercial banker bookkeeper commercial loan specialist data entry operator controller chief financial officer budget management specialist business analyst business services manager accounts receivable specialist insurance adjuster funds transfer analyst loan officer mortgage consultant real estate broker revenue field auditor accounting manager staff accountant tax auditor teller supervisor training operations manager and many others The

Resume.Com Guide to Writing Unbeatable Resumes Warren Simons, Rose Curtis, 2003-08-22 The nation's 1 online resume service offers its exclusive advice on how to craft a winning resume The Resume com Guide to Writing Unbeatable Resumes draws upon the author's considerable expertise as well as the vast Resume com database to arm job seekers with Sample resumes for every profession and job category at every level from entry level to executive A comprehensive database of keywords arranged by industry Electronic job hunting advice and strategies with tips on how to make any resume stand out online A detailed Before After resume trouble shooting worksheet Job seekers will also find an exciting added value with this essential text With the purchase of this book they'll be able to receive a free resume consultation with one of Resume com's career consultants

**Résumé Magic** Susan Britton Whitcomb, 2007 Explains simple techniques that will make your resume stand out from the competition Includes hundreds of resume examples *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

**New Gen Hip Hop Mag. Volume 6** James Garrett, 2025-06-03 Check Out Another Edition of New Gen Hip Hop Magazine Featuring Kaine Money Makin Mitch Trouble Many More

**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

**Writing Effective Resumes** Jeffry Richard McCabe, McCabe, 1993

**Expert Resumes for Career Changers** Wendy S. Enelow, Louise Kursmark, 2010 The down economy has prompted millions of people to consider changing jobs or industries to stay employed A major obstacle these people face is to write a resume that effectively connects their skills and experience to new opportunities Expert Resumes for Career Changers shows people who are transitioning from one career to another how to do just that This book features a collection of outstanding professionally written resumes designed for people transitioning into a new career In addition to 180 pages of sample resumes this book provides winning job search strategies sound resume writing advice and tips for creating and using electronic resumes New content for this edition includes completely updated resumes a new chapter on writing cover letters and a collection of cover letter samples

**Building a Great Résumé** Kate Wendleton, 1999 Discusses developing a resume resumes for making a career change and resumes for executives managers high level professionals and lower level professionals

Designing the Perfect Résumé Pat Criscito, 1995 Job seekers will find step by step instructions for creating an effective resume that presents their background and qualifications in the very best light They will learn the difference between functional and reverse chronological resumes and get advice on which style is best for their needs They'll also find tips on making the most effective use of type fonts graphic devices and attractive layout when preparing a resume as well as advice on creating electronic resumes Many different job categories are reflected in this book's 220 sample resumes which can be adapted and personalized for use by job seekers New in this are more than 100 new resume designs created by members of the National

Resume Writers Association NRWA      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      **The Smart Woman's Guide to Resumes and Job Hunting** Julie Adair King, Betsy Sheldon, 1997 Master the job search game whether you're climbing the corporate ladder switching careers or re-entering the workforce after years at home This latest edition gathers the most up to date information tips secrets and advice on resume writing job seeking interviewing and salary negotiations and features updated sample resumes      *Resumes That Work Deluxe* Mcp, Susan Ireland, 1999-02      **Cover Letters For Dummies** Joyce Lain Kennedy, 2000-04-20 A great cover letter is Written to a target job So intriguing that a reader makes room in a busy schedule to meet you An electrifying personal advertising tool that short circuits the competition A great cover letter is not Bland and indifferent Littered with dry facts What the hiring manager's kid uses as scratch paper Your cover letter should spark the reader's interest as a dynamic introduction to your resume This is your chance to personalize your resume Here's where you make yourself into a living breathing human being and set your accomplishments aglow How do you achieve this Let the second edition of Cover Letters For Dummies be your guide In this book you'll gain understanding of why you need a cover letter what the different types of cover letters are what myths surround them and how to break out of writer's block You'll figure out how your letter should look and sound with tips on language content and image You'll get ideas for writing a dazzling opening line And you'll work through a checklist to make sure that the best of you lives in your cover letter What's more you'll Explore the changing rules in the workplace and how they impact the way you find work Identify where your skills fit in today's workplace through a number of self assessment worksheets Sum up surefire tips for working with recruiters answering job ads avoiding the salary question handling negative references and creating letters that even a computer can love See examples of successful cover letters from which you can model your own Each is a candidate for reformulation as an e-mail cover letter A well written cover letter can make your ideal job a reality So get this book and start writing      *Professional Resumes for Executives, Managers, and Other Administrators* David Franklin Noble, 1998 Targets top management and offers practical application for using the resume as a key to success Contains more than 200 new resumes submitted by members of the Professional Association of Resume Writers

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