
Kyrstin Ingrim

Client Services
Representative

Details

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(137) 527-0598

Elm Street, Philadelphia, PA 19101

Profile

I am a Client Services Representative with over 3 years of experience. I have worked in various industries and have gained a wealth of knowledge in customer service. I pride myself on being able to provide excellent customer service and build relationships with clients. I am also proficient in using various software programs, which has helped me become an asset to any company that I work for.

Employment History

Client Services Representative at Comcast, PA

Mar 2022 - Present

- Handled an average of 60 inbound customer service calls per day.
- Answered customer questions regarding company products and services.
- Assisted customers with placing orders and resolving billing issues.
- Provided general information to callers about company policies and procedures.
- Transferred calls to appropriate department or personnel.

Client Services Representative II at Verizon, PA

Jul 2019 - Feb 2022

- Handled an average of 50 customer service inquiries per day via telephone and email.
 - Demonstrated expert knowledge of company products and services to resolve customer concerns in a timely manner.
 - Consistently achieved call center metrics, including Average Handle Time and First Call Resolution Rate.
 - Generated new sales leads by upselling and cross-selling products and services.
 - Built strong relationships with customers to foster loyalty and repeat business.
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Education

High School Diploma at Central High School, Philadelphia, PA

Aug 2014 - May 2019

I have learned how to effectively communicate with others, how to manage my time wisely, and how to work independently and as part of a team.

Links

[linkedin.com/in/kyrstiningrim](https://www.linkedin.com/in/kyrstiningrim)