

Myiesha Baynum

Customer Care Representative

✉ myiesha.baynum@gmail.com

☎ (466) 859-6219

📍 William Street, Newark, New Jersey 07102

EDUCATION

High School Diploma at Rutgers Preparatory School, Somerset, NJ

Sep 2015 - May 2019

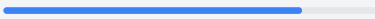
I've learned how to study for and take tests, how to do research, and how to write papers.

LINKS

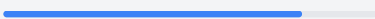
[linkedin.com/in/myieshabaynum](https://www.linkedin.com/in/myieshabaynum)

SKILLS

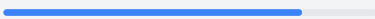
Communication



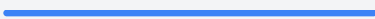
Customer service



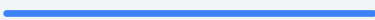
Interpersonal skills



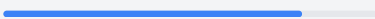
Problem-solving skills



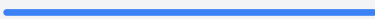
Patience



Active listening

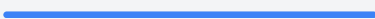


Empathy

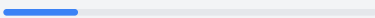


LANGUAGES

English



Portuguese



PROFILE

I have over three years of experience working as a customer care representative. I am excellent at communicating with customers and solving problems. I have a strong background in sales, which helps me upsell products and services to customers. I am also proficient in using various customer service software programs. In my previous role, I was able to reduce customer churn by 20%.

EMPLOYMENT HISTORY

● Customer Care Representative at J.P. Morgan, NJ

Jun 2022 - Present

- Assisted an average of 30 customers per day with inquiries and concerns.
- Resolved an average of 10 customer complaints per day.
- Demonstrated exceptional phone etiquette when handling calls.
- Consistently met daily, weekly, and monthly sales goals.
- Achieved a 97% satisfaction rating from customers surveyed.

● Customer Care Representative II at Prudential Financial, NJ

Jul 2019 - May 2022

- Answered an average of 60 calls per day.
- Assisted customers with account questions and concerns.
- Resolved customer complaints in a timely and efficient manner.
- Maintained up-to-date knowledge of company products and services.
- Exceeded sales goals by 10%.

CERTIFICATES

Certified Customer Service Professional (CCSP)

Oct 2020

Certified Patient Experience Professional (CPXP)

Oct 2018

MEMBERSHIPS

American Association of Retired Persons (AARP)

National Association of Realtors (NAR)