




# Marycarmen Arauz

## Customer Service Agent

I have over 1 year of experience as a customer service agent. I am excellent at handling customer inquiries and complaints in a professional manner. I have superb communication skills, which helps me resolve issues quickly and efficiently. I am also proficient in using various computer applications, such as Microsoft Office suite and CRM software. My positive attitude towards work contributes to my ability to create a pleasant experience for customers despite the situation they are calling about.

[marycarmen.arauz@gmail.com](mailto:marycarmen.arauz@gmail.com) 

(150) 142-2536 

Maple Street, New Orleans, LA   
70118

### Education

#### High School Diploma at Jackson State University, MS

Sep 2017 - May 2021

I've learned how to study for and write exams, how to do research, and how to read and write critically.

### Links

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

### Skills

Communication



Patience



Active Listening



Empathy



Conflict Resolution



Time Management

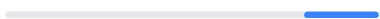


### Languages

English



Japanese



## Employment History

### Customer Service Agent at Delta Airlines, MS

Jun 2022 - Present

- Answered an average of 120 calls per day.
- Assisted customers with placing orders, tracking shipments, and resolving billing inquiries.
- Demonstrated strong product knowledge and provided expert level customer service.
- Exceeded customers' expectations by going above and beyond to resolve issues.
- Effectively upsold products and services to boost company revenue.

### Customer Service Representative at American Airlines, MS

Sep 2021 - May 2022

- Handled an average of 120 calls per day.
- Answered customer questions regarding product features, pricing, and availability.
- Resolved customer complaints in a timely and efficient manner.
- Upsold products and services to customers when appropriate.
- Generated leads for sales team by identifying interested customers.

## Certificates

### Certified Customer Service Professional (CCSP)

Jan 2021

### Certified Social Customer Service Professional (CSCSP)

Jun 2019

## Memberships

American Customer Satisfaction Index

National Association of Customer Service Management