

Xiomara Jurisch

Customer Service Representative

Profile

I am a customer service representative with over 1 year of experience. I have excellent communication and interpersonal skills, as well as the ability to resolve conflict and handle difficult customers. I am patient and efficient, and I always work to ensure that the customer is satisfied with the outcome. In my previous role, I increased customer satisfaction by 10%, through providing exceptional service and finding creative solutions to problems.

Employment History

Customer Service Representative at The Home Depot, MA

Apr 2022 - Present

- Handled an average of [xx] customer service inquiries per day.
- Responded to customer questions and concerns in a timely manner.
- Maintained a high level of accuracy when inputting data into the system.
- Upsold additional products and services to customers on [x%] of calls.
- Kept call times under [xx] minutes on average.
- Consistently received positive feedback from customers regarding interactions.

Customer Service Representative II at Lowe's, MA

Aug 2021 - Mar 2022

- Handled an average of 60 inbound customer service calls per day.
- Answered customer questions regarding company products and services.
- Investigated and resolved complaints in a timely manner.
- Provided product and service information to customers.
- Processed orders and returns accurately and efficiently.
- Upsold additional products/services when appropriate.

Certificates

Certified Customer Service Representative (CCSR)

Mar 2021

Certified Professional Customer Service Representative (CPCSR)

Nov 2019

Memberships

American Customer Service Association

National Association of Customer Service Professionals

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☎ (466) 296-3460

📍 380 Commonwealth Ave, Boston, MA 02215

Education

High School Diploma at Boston Latin School, Boston, MA

Sep 2017 - May 2021

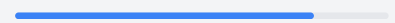
I've learned how to read, write, and do math.

Links

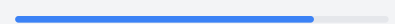
[linkedin.com/in/xiomarajurisch](https://www.linkedin.com/in/xiomarajurisch)

Skills

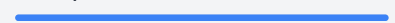
Communication



Customer service



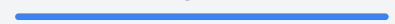
Interpersonal skills



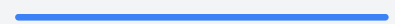
Problem solving



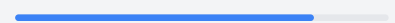
Active listening



Empathy

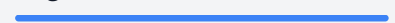


Patience

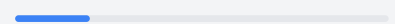


Languages

English



Dutch



Hobbies

Organizing

Crafting

Decorating