

Kimberley Zavalza

Customer Service Representative

Profile

Details

kimberley.zavalza@gmail.com

(799) 239-5085

5011 Arctic Blvd, Anchorage, AK 99503

I am a Customer Service Representative with over 1 year of experience. I have provided excellent customer service to customers from various industries and backgrounds. I have developed strong communication, interpersonal, and problem-solving skills. I am able to handle difficult customer service inquiries and complaints in a professional manner. I am also familiar with different computer systems and software applications used in customer service.

Employment History

Customer Service Representative at Alaska Airlines, AK

May 2022 - Present

- Handled an average of 60 inbound customer service calls per day.
- Answered questions regarding company products and services.
- Processed orders and returns.
- Resolved customer complaints in a timely manner.
- Provided accurate information about product availability and shipping dates.
- Upsold additional products and services when appropriate.

Customer Service Representative II at Walmart, AK

Jul 2021 - Apr 2022

- Handled an average of 70 inbound and outbound calls per day.
 - Answered customer inquiries with patience and professionalism.
 - Upsold additional products or services to customers on 20% of all calls.
 - Cross-sold additional products or services to customers on 10% of all calls.
 - Resolved customer complaints on 80% of all calls.
 - Achieved a first call resolution rate of 90%.
-

Education

High School Diploma at Service High School, Anchorage, AK

Aug 2017 - May 2021

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

Links

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