Manda Calcutt

Customer Service Specialist

Profile

I am a Customer Service Specialist with over 5 years of experience in the customer service industry. I have worked in various customer service roles and have gained a wealth of knowledge and experience in this field. I am an excellent communicator and have superb interpersonal skills. I am able to build rapport quickly with customers and resolve their issues efficiently. My goal is always to provide outstanding customer service and exceed expectations. In my previous role, I was recognized as Employee of the Month for consistently providing exceptional customer service.

Employment History

Customer Service Specialist at American Express, AZ

Jun 2022 - Present

- Successfully resolved 98% of customer complaints in first contact.
- Answered an average of 225 calls per day.
- Successfully completed training on new systems and software with a 95% average.
- Maintained consistent quality scores above 95%.
- Received 3 awards for outstanding customer service.

Customer Service Representative at Apple Inc., AZ

Aug 2017 - May 2022

- Answered incoming customer calls and provided world-class customer service.
- Resolved customer issues in a timely and efficient manner.
- Demonstrated exceptional product knowledge to customers.
- Upsold additional products and services to customers.
- Exceeded monthly sales goals by 15%.

Certificates

Certified Customer Service Specialist (CCSS)

Sep 2020

Certified Professional Customer Service Manager (CPCSM)

Oct 2018

Memberships

American Customer Satisfaction Index

National Association of Customer Service Management

✉ manda.calcutt@gmail.com
📞 (805) 652-2636
📍 E Camelback Rd Suite 1001, Scottsdale, AZ 85251

Education

High School Diploma at Pinnacle High School, AZ

Sep 2013 - May 2017

I have learned how to study for and take tests, how to do research, and how to write essays.

Links

linkedin.com/in/mandacalcutt

Skills

Communication

Interpersonal skills

Patience

Problem-solving

Active listening

Empathy

Organizational skills

Languages

English

Dutch