



Joel R.

Customer Service Representative

Satellite Teams Monthly Rate*: \$ 2,420.00

*Monthly Rate is subject to change due to the employee's asking rate at the time of the job offer, which may be affected by competition in the job market

HIGHLIGHTS

- 4+ years of customer service experience
- Extensive experience in administrative and customer service roles. Skilled in bookkeeping, document control, and data analysis to support departmental operations, call handling, conflict resolution, and appointment scheduling. Implemented internal controls and monitoring systems to prevent fraud and mitigate risk. Provided exceptional customer service through effective communication channels. Produced insightful reports on department performance, contributing to process improvements.

SKILLS & TECHNICAL EXPERIENCE

- Advanced English
- Determined, Self-starter, Reliable, Dependable, and Detail-oriented
- Salesforce, Canva, Zendesk, Google Docs, Microsoft Office Suite

WORK HISTORY

Administrative Assistant

May 2022 – January 2020

Uber Freight

- ? Managed bookkeeping, document control, and analysis for a high-volume department at Uber Freight ? Conducted regular data entry and analysis to support accurate record-keeping and informed decision-making ? Prevented fraud and mitigated risk by implementing rigorous internal controls and monitoring systems ? Provided top-notch customer service to both internal and external stakeholders through email and phone communication ? Produced regular reports on department performance, providing key insights to management and driving process improvements

Distributor Support - Customer Service

September 2019 – April 2022

Herbalife Nutrition

- ? Demonstrated exceptional soft skills in a high-pressure distributor support role, successfully resolving product requests and negotiating favorable outcomes. ? Utilized troubleshooting skills to assist distributors with online credentials and membership benefits, delivering outstanding customer service and building strong relationships. ? Consistently met or exceeded performance targets in a fast-paced customer service role, earning recognition for outstanding contributions.

EDUCATION



High School Diploma
Preparatory Num. 5

2016 – 2020