



# VICTORIA GULLO

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## Summary

Passionate Intern with recently obtained International Business degree. Energetic individual with outstanding interpersonal, analytical and critical thinking skills. Poised to build valuable experience and ready to contribute to team success with administrative and project management support.

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## Skills

- Retail sales customer service
- Active listening
- Problem-solving abilities
- Microsoft Office expertise
- High-energy attitude
- Customer relations
- Adaptive team player
- Planning events
- Customer demographics understanding
- Team collaboration

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## Experience

### Customer Service Representative

12/2019 - Current

Columbus Mckinnon Corp. | Getzville, NY

- Worked with managers to develop service improvement initiatives.
- Escalated customer concerns, store issues and inventory requirements to supervisors.
- Cultivated impactful relationships with customers and drove business development by delivering product knowledge.
- Documented conversations with customers to track requests, problems and solutions.
- Created and implemented process improvements to reduce workloads and bolster callback efficiency.

### Customer Service Representative

01/2016 - 03/2020

Clothes Mentor | West Seneca, NY

- Delivered high level of service and support to each customer, paving way for future business opportunities.
- Maintained calm, friendly demeanor with upset customers to de-escalate stressful situations.
- Educated customers on special pricing opportunities and company offerings.
- Worked with managers to develop service improvement initiatives.
- Set up and activated customer accounts.

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## Education and Training

### Bachelor of Science: International Business

05/2020

Canisius College | Buffalo, NY

- Minor in International Relations
- International Business Outstanding Student of the Year Recipient
- President of Canisius International Business Association
- Study abroad program - Australia