

PROFESSIONAL SUMMARY

Highly technical, multitask and result driven professional with extensive experience in customer service, meticulous data entry, and administrative duties. Familiar with American and Canadian speaking customers interaction, enthusiastic and compassionate request resolutions, and escalations. Excited to use my skills as a Customer Service Representative.

Knowledge & Skills Areas

- | | | |
|-------------------|--------------|--------------------|
| ▪ Salesforce | ▪ Resolution | ▪ Outlook |
| ▪ Typing | ▪ SAP | ▪ French / English |
| ▪ Microsoft Suite | ▪ Research | ▪ Team Player |

PROFESSIONAL SUMMARY

Bilingual Customer Service (English/French), Danone NA

03/23 - Current

- Resolves customer's call related to order, invoicing, credit, returns and agreements.
- Follows up with different department to solve customers' complaints resolutions.
- Proactively monitors customer contracts, prescription and take timely actions to ensure the continuation of assigned customers agreements.
- Assists customer place their order for medical product following rules and guidelines.
- Creates pricing quotes, sales orders, and invoices for B2B customers.
- Issues customer receipts, invoices, and order tracking number.
- Researches and sends information for credit memos issuance and order return completion.
- Exceeds performance quotas with excellent call control and problem-solving abilities.
- Manages B2B and B2C accounts and focus on fostering customer retention.
- Records detailed customer interactions in the CRM system.

Staffing Assistant, University of Maryland Medical System BWMC

05/ 22 – 02/ 23

- Assisted with traveling nurses' credential compliance processing and onboarding.
- Managed the Nursing Office employee recruitment and interviews.
- Coordinated new-hire orientation sessions and trained new hires on facility procedures.
- Processed employee attendance information into Kronos, HRIS.
- Answered HR department inquiries, forwarding calls and messages to relevant personnel.
- Prepared weekly reports and documentation for internal communications, and meeting support.
- Compiled and updated employee records in digital and physical file systems.
- Resolved incoming calls, complaints related to scheduling and general hospital procedures.
- Handled patients' complaints and questions by using the tools and resources.
- Generated daily staffing report sheets and attendance reports.
- Collaborated with other departments to solve issues and escalate.

Office Coordinator, Brighter Stronger Foundation**01/22 – 05/22**

- Conducted incoming staff or visitor's Covid protocol management.
- Resolved customer's phone calls and escalated when needed.
- Processed new client intake files and updated current clients' files.
- Created soft staff file in ADP workforce by selecting, scanning, and uploading hard files.
- Performed other administrative tasks as assigned by supervisor.

Customer Service Representative, Chick-Fil-A**01/21 – 12/21**

- Greeted customer's politely and accurately took their orders.
- Responded to customer's queries including menu items and the differences between options.
- Processed customer's payments by cash, check, credit cards, vouchers or automatic debits and issued receipts, refunds, credits or change due when applicable.
- Addressed customer's questions and concerns and resolved their complaints with empathy.

EDUCATION

Bachelor English Literature • University of Maryland Global Campus • Pending (Senior Year)

Associate degree • Haute Ecole de Commerce et de Management • Dec. 2013

High School Diploma • Lycee Moderne Inagohi • July 2008

SKILLS

Technical Salesforce, Microsoft Office Suite, SAP, Google Suite, Kronos, Outlook, Internet.

Personal Bilingual, communication, negotiation skills, confidentiality, customer service.

Languages **French:** Native, Fluent - **English:** Fluent - **Spanish:** Beginner

HOBBIES

Reading, Theater, Research, Photography, Volunteering, Community involvement, Blogging, Gardening, Cooking, Working out, Shopping, Networking.

AWARDS

Dean's list Award: University of Maryland Global Campus for 3.6 GPA.

COMMUNITY SERVICE

Maryland Food Bank: donor and volunteer.

Women Shelter: Volunteer English French translator.