

Amber Butt

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Objective	Energetic Customer Service Representative with 18+ years of experience resolving complex customer inquiries to achieve win-win outcomes. Great team player comfortable thriving in competitive, fast-paced environments. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.
Skills & Abilities	• Computer skills • Product knowledge • Customer complaint resolution • Effective Communication • Leadership • MS Office • Customer Service
Professional Skills	Multi-Tasking • Offered advice and assistance to customers while paying attention to needs or wants. • Communicated with customers, management, and sales team to better understand customer's needs, recommend appropriate solutions and sales. • Able to multi-task and prioritize assignments in a team environment. POS • Boosted sales revenue by skillfully promoting diverse service options. • Managed over 20 POS register operations, maintained transaction accuracy and transaction document processing each day. • Leveraged sales expertise to promote products and capitalized on upsell opportunities. Effective Communication • Developed and actualized customer service initiatives to decrease wait times. • Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns. • Handling incoming calls and utilize a proactive sales approach with 20+ client interactions to uncover additional sales and services opportunities each day.
Education	Southern New Hampshire University, New Hampshire 2026 GPA: 4.0 Honor Roll, currently enrolled Monroe Community College, New York 2009, associate in business administration
Work History	The Basin Pub, NY Customer Service 2019-2022 Schramrock's Irish Pub General Manager 2016-2019 Nathaniel's Pub General Manager 2011-2016 Hot Shots Volleyball Customer Service 2009-2012

