



DEMO - Emma Sanchez

Customer Service Representative · OnPoint Logistics

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About

****This account is for demonstration purposes only****

Being a customer service representative for over five years, I have developed the ability to build relationships and trust with my clients. I'm patient, organized, and able to multi-task under high pressure. In my spare time, I am a passionate baker, and I enjoy sharing my cupcakes with the office.

Talents & Endorsements

Attention to detail · Stress management · Building customer trust · Baking

Experience

Customer Service Team Lead · OnPoint Logistics

2022 - Present · Houston, TX, USA

- Worked directly with customers to meet their needs, answer their questions and provide support
- Escalated complex customer complaints to the appropriate party for resolution

Corporate Creative Liaison · Kertzmann Group

2021 - Present · 38 Royal St, Perth WA 6004, Australia

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Customer Service Executive · FastPace Couriers

2019 - 2022 · Houston, TX, USA

- Ensured effective communication between the customers and the company
- Assisted in the management of customer feedback and complaint mechanisms

Education

Graduate certificate · Oxford

2021 - Present · 1/120 Chalmers Ln, Surry Hills NSW 2010, Australia

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Advanced diploma · Curtin

2021 - 2022 · 1 Rocket Rd, Hawthorne, CA 90250, USA

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Doctoral degree · Harvard

2021 - 2022 · 891/893 Hay St, Perth WA 6000, Australia

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