



DEMO - Laura Garcia

Customer Relationship Manager · ClearPath Services

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About

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

I am Laura, a seasoned customer service specialist, known for my commitment to providing exceptional client service. My natural ability to build relationships, paired with my tenacity, serves me well in managing and resolving customer concerns. I am a devoted volunteer at the local animal shelter during my free time.

Talents & Endorsements

Sleek Administrator · Incredible Manager · Animal care and welfare

Experience

Customer Relationship Manager · ClearPath Services

2021 - Present · Houston, TX, USA

- Provided support across various communication channels including phone, email, and live chat
- Excelled in troubleshooting product-related issues
- Worked to increase customer satisfaction

Senior Customer Service Representative · AssistYou 24/7

2017 - 2021 · Houston, TX, USA

- Answered inbound calls and inquiries
- Ensured timely and efficient service
- Specialized in calming upset customers
- Found satisfactory solutions to customers' problems

Customer Interactions Analyst · HelpAll

2015 - 2017 · Houston, TX, USA

- Served as the first point of contact for customers
- Generated tickets and resolved complaints
- Coordinated with the technical team to ensure prompt issue resolution

Education

Bachelor degree (honours) · University of Florida



2013 - 2015 ` Florida, USA

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