


# Vanice Desormeaux

## Customer Service Associate

I am a Customer Service Associate with over three years of experience helping customers in various industries. I have an associates degree in business and my experience has taught me how to handle customer service inquiries and issues. My skills include active listening, conflict resolution, empathy, multitasking, computer literacy, and written communication. In my previous roles I have been successful in resolving customer complaints while maintaining a high level of professionalism. I am passionate about providing excellent customer service and strive to create positive experiences for every customer interaction

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8405 Willow Drive,   
Bloomington, IN 47403

### Education

#### High School Diploma at Brownsburg High School, IN

Sep 2014 - May 2019

I've learned about a variety of subjects, including English, Math, Science, and History.

### Links

[linkedin.com/in/vanicedesormeaux](https://www.linkedin.com/in/vanicedesormeaux)

### Skills

Communication



Interpersonal skills



Patience



Problem solving



Active listening



Empathy



Conflict resolution



### Languages

English



Indonesian



## Employment History

### Customer Service Associate II at Geico, IN

May 2022 - Present

- Handled an average of 60 customer service inquiries per day via phone, email, and live chat.
- Demonstrated basic product knowledge to customers in order to troubleshoot common issues.
- Communicated with management about trends/patterns observed among customer interactions.
- Made recommendations for process improvements based on observations made while handling customer inquiries.
- Escalated high-priority issues to supervisor as needed.

### Customer Service Associate I at Liberty Mutual, IN

Sep 2019 - Apr 2022

- Reduced customer wait time by 33% through proactive management of the queue.
- Developed innovative new system for managing VIP clients that resulted in a 10% increase in satisfaction ratings.
- Exceeded target sales goals by 15%.
- Demonstrated exceptional problem-solving skills to diffuse difficult customer situations, resulting in a 5% decrease in complaints.
- Trained and mentored 4 new Customer Service Associates, helping them become top performers within 6 months.

## Certificates

### Certified Customer Service Professional (CCSP)

Nov 2020

### Certified Customer Experience Specialist (CXS)

Jun 2019

## Memberships

American Customer Service Association

National Association of Customer Service Professionals