

Carlene Lindow

Customer Service Representative

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📍 549 Elysian Fields Road,
Nashville, TN 37211

Education

**Associate's degree at
University of California,
Berkeley, CA**

Aug 2016 - May 2020

Some technical skills I learned while studying for my Associate's degree include programming, project management, and using software development tools.

Links

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

Skills

Product knowledge

Patience

Communication skills

Active listening

Problem solving skills

People/ interpersonal skills

Computer literacy

Languages

English

Japanese

Profile

A highly motivated and results-oriented customer service representative with +4 years of experience in a fast-paced environment. Proven ability to increase customer satisfaction and grow sales through upselling techniques. Exceptional people skills with a knack for diffusing difficult customer situations. Demonstrated history of consistently meeting and exceeding performance goals.

Employment History

Customer Service Supervisor at Aetna in Pennsylvania

May 2022 - Present

- Providing excellent customer service by addressing inquiries and concerns in a timely and professional manner
- Maintaining high levels of productivity by consistently meeting or exceeding daily performance goals
- Contributing to team morale by exhibiting positive attitude and enthusiasm
- Enhancing the level of customer satisfaction by upselling additional products or services when appropriate
- Resolving complex issues in an efficient and effective manner

Customer Service Representative at Cigna in California

Sep 2020 - Apr 2022

- Handled an average of 50 calls per day
- Maintained a 90% customer satisfaction rating
- Exceeded sales quotas by an average of 10%
- Received positive feedback from customers on 85% of all phone calls
- Resolved customer complaints in a timely and efficient manner

Certificates

NAEDSP (National Association for Equal Opportunity in Educational Data Systems Personnel)

Oct 2020

CRCS (Certified Rehabilitation Counselor Supervisor)

Sep 2019

QCSRP (Quality Customer Service Representative Professional), American Institute of Quality Customer Service Representatives

Apr 2018

ACSR (Airline Customer Service Representative)