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Agafonova Anna Sergeevna

Активно ищу работу

Customer Support Specialist

Полная занятость, Неполная занятость, Удаленная работа
Желаемый город работы : Харьков
Дата рождения: Нет данных
Пол: Женщина
Семейное положение: Не указано
Дети: Не указано

Контактная информация

Зарегистрируйтесь или войдите чтобы открыть контакты соискателя

Цель

working with eBay, Amazon trading platforms, maintaining CUSTOMER SUPPORT

Опыт работы

Customer support

с 01.2017 по 08.2021 (4 года 6 месяцев)
Opalpro90 LTD
(Handles incoming emails (tickets) or inquiries from prospective customers or clients

Assists customers effectively by solving customer disputes

Provides customer additional information or explains services

Discusses products offered and ensures customer satisfaction

Tactfully handles confrontational or stressful interactions with the public

Completes supporting paperwork and data entry as required

Accurately captures customer information

Creates and maintains service reports)

Дополнительные сведения

Prof. skills

Strong communication

Detail oriented and works with a high degree of accuracy

Ability to multitask

Handles confidential financial and personal information appropriately

Ability to tactfully handle stressful and difficult situations

Possess strong problem solving skills

About myself

Additionally, I prefer to work on remote access

ambitiousness in the work process, quick learning

work with a large amount of information

the ability to highlight the main and priority

work for the result

attentiveness, responsibility

Образование

Kharkiv National Automobile and Highway University

высшее , с 2001 по 2006 (5 лет)
Faculty of Management and Business, Specialist,
