



KRISSEL CABRERA

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Customer Service
- Detail-oriented
- Data Entry
- Email Management
- Office Software
- Contact Handling
- Customer Retention

TOOLS

- Shopify
- Zendesk
- Microsoft Office
- Google Workspace
- Slack
- Notion
- Trello

EDUCATION HISTORY

Holy Angel University

- Bachelor of Science in Culinary Arts, 2010

PERSONAL PROFILE

Highly motivated and professional Customer Service Representative with over 10 years of experience providing high-level support to customers. I've really blossomed and I am now channeling my growth into managing social media and working with QuickBooks. Posses exceptional communication and interpersonal skills with a proven ability to work independently and as part of a team.

WORK EXPERIENCE

FREELANCE VA E-COMMERCE CUSTOMER SERVICE AND RETENTION SPECIALIST JILL

Jill Razor LLC | Jan 2022 - March 2024

- Handled customer complaints and inquiries in a courteous and efficient manner.
- Implemented strategies designed to increase efficiency in the handling of customer inquiries.
- Performed administrative duties such as data entry, order processing, billing inquiries, and account maintenance.
- Maintained up-to-date knowledge of products and services to provide accurate information to customers.

CUSTOMER SERVICE SPECIALISTS

Jill Razor LLC | Jan 2022 - March 2024

- Maintained logs and documentation to detail key information regarding incoming and outgoing calls.
- Met daily customer service quotas with a focus on quality.
- Maintained knowledge of company products to provide helpful suggestions and recommendations to customers.
- Developed effective relationships with customers through active listening, problem-solving, and follow up communication.
- Gave accurate and appropriate information to answer questions, troubleshoot issues and resolve complaints.

CUSTOMER SERVICE SUPPORT | SUBJECT MATTER EXPERT

Sutherland Global Services | July 2013 - March 2019

- Provided efficient and courteous service to customers at all times. Responded quickly to meet customer needs and resolve problems.
- Committed to delivering excellent customer service while working in a fast-paced environment.
- Canceled orders based on customer requests, inventory or delivery problems.
- Administered and created training and awareness presentations or materials.
- Provided subject matter expertise to support development of new products, services and processes.
- Worked with coworkers to complete tasks.