



Work history

Customer Service Representative – 04/2017 to 09/2018

BATS Global Markets Inc., Chicago

- Contact customer to follow up on purchases, suggest new merchandise and inform on promotions and upcoming events.
- Promote business as superior provider committed to efficiency and accuracy when engaging with customers.
- Answer product questions with up-to-date knowledge of sales and store promotions.
- Provide timely and effective replacement of damaged or missing products.

Customer Service Representative – 04/2015 to 09/2016

Foodspotting Inc., Chicago

- Assisted customers with food selection, inquiries and order customization requests.
- Answered average of 100 calls per day, addressing customer inquiries, solving problems and providing new product information.
- Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
- Contacted customer to follow up on purchases, suggest new merchandise and inform on promotions and upcoming events.

Education

Bachelor of Arts:

Marketing Oregon State University - 2014