

Melanie Robinson

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Skills

- International sales support
- Strategic sales knowledge
- Exceptional communication skills
- Stock records management
- Quality assurance and control
- Strategic sales knowledge
- Exceptional communication skills

Education



Bachelor of Arts:

Marketing Oregon State University – 2014

Reference

Steve Halloway - Business Consultant at SX Solutions
shalloway@sxsolutions.com
305-300-7891

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.