

AYAAN HASSAN

Customer Service Representative

(212) 555-4321 | ayaanhassan@gmail.com | New York, NY | bandana.co/profile/ayaanhassan

PROFESSIONAL SUMMARY

Energetic Customer Service Representative with 1 year of experience offering comprehensive customer support in a busy call center environment. Known for strong communication skills and an ability to handle customer complaints to ensure satisfaction.

WORK EXPERIENCE

Call Center Representative

PQR Telecom, New York · February 2022 – Present

- Handle daily customer inquiries about products and services.
- Assist in resolving general complaints effectively to maintain customer satisfaction.
- Collaborate with team members to meet monthly call targets.
- Engage in continuous learning about company's offerings to aid in customer interactions.

Sales Associate

ABC Retail, New York · August 2021 – January 2022

- Assisted customers with product selection based on their needs.
- Handled cashier responsibilities and managed returns and exchanges.
- Helped resolve minor customer complaints at the store level.
- Gained familiarity with in-store products, aiding in effective customer service.

EDUCATION

Bachelor's Degree in Communication Studies, Monroe College

New York, New York

SKILLS / LANGUAGE / CERTIFICATIONS

- *Hard skills:* CRM Software, Call Handling, Data Entry, Product Knowledge, Complaint Resolution
- *Soft skills:* Communication, Problem Solving, Teamwork, Adaptability, Time Management
- *Language:* English (Fluent), Arabic (Intermediate)

INTERESTS

Fitness enthusiast, Reading, Volunteering at local community center, Cooking

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