EMMA WATSON

CUSTOM SERVICE

CONTACT

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EDUCATION

University of Pittsburgh
Bachelor of Arts
Communications
2012 - 2016
Pittsburgh, PA
Dean's List (6/8 semesters)

SKILLS

- CRM (HubSpot)
- NPS, customer retention, customer satisfaction
- Empathetic & courteous
- Detail oriented
- Microsoft Excel
- Social media (Twitter, Instagram)
- Problem solving

PROFILE

Caring and friendly customer service professional with experience in consumer retail and B2B settings. Excited about the prospect of working with AMP Corporation to improve the customer experience and increase retention through quick resolution of any customer concerns.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE| New York, NY | April 2018 – current

- Exceeded quantitative metrics on customer satisfaction, customer retention, and inquiry volume
- Grew existing customer accounts by 28% through exceptional customer service and effective sales techniques
- Actively maintained and updated customer accounts in HubSpot without error
- Quickly triaged incoming calls and escalated calls when necessary, reducing the average time to resolution by 18%
- Actively worked to display a courteous and emphatic attitude to customer resulting in a net promoter score over 50

CUSTOMER SERVICE REPRESENTATIVE | New York, NY | April 2016 - April 2018

- Promptly handled an average of 85 customer inquiries and complaints per day with a 97% customer satisfaction rate ·
- Maintained a knowledge base of the evolving product offerings and improved customer retention by 8% by proactively recommending new products to existing customers
- Thoroughly documented customer interactions to reduce on-boarding when new customer service representatives interact with customers
- Maintained up-to-date customer records in HubSpot CRM while interacting with customers across email, phone, and social media
- Increased average customer order size for new customers by 15% by quickly understanding their needs and recommending the right product offerings