

# PHOEBE



## PROFILE

A self-motivated and hardworking individual seeking a position of responsibility in order to gain practical experience. And to use my personal and social skills to help a company that focuses on customer satisfaction and experience achieve its goals.

## SKILLS

- Time Management
- Multitasking
- Self-Motivation
- Problem-Solving
- Computer Literacy
- Adaptability
- Strong Communication

## EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE



September 2021 - February 2022

- Responsible for interacting with patients, families, and other stakeholders to answer questions about healthcare services or products.

### CUSTOMER SERVICE REPRESENTATIVE



February 2022 - May 2022

- Work with confidential customer information in a secure manner.
- Aim to resolve issues on the first call by being proactive.
- Appropriately and adequately communicate with customers.

### TECHNICAL SUPPORT REPRESENTATIVE



April 2023 - Present

- Provide excellent customer service through active listening.
- Resolving network issues. Installing and configuring hardware and software. Speaking to customers to quickly get to the root of their problem. Providing timely and accurate customer feedback.

## EDUCATION



Junior & Senior Highschool  
2013-2019



BS Hospitality Management  
2019-2022