

# Andrew Kevin

CUSTOMER SERVICE



## CONTACT

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## SKILLS

Clear communication  
Problem-solving  
Positive attitude  
Adaptability  
Product knowledge  
Patience  
Confidence  
Professionalism

## EDUCATION

**MBA (HR)**  
**University of California,  
Berkeley, CA**  
*Sep 1989 - Jun 1992*

## HOBBIES

Reading Books  
Travelling  
Cooking  
Gardening  
Driving

## SUMMARY

Professional Customer Service Representative with 9 years of experience in addressing and resolving complex customer queries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

## EXPERIENCE

### **Pharmacy Technician**

**Marco Pharma Inc** *Aug 2015 - Present*

I started this position with a license and zero experience. I am currently one of the senior techs;

- Responsible for data entry, solving insurance troubles.
- Customer service at POS, answering a multi-line phone.
- Maintaining the pill counting machine
- Training new techs in all areas.

### **Health and Beauty Lead**

**Health & Beauty Inc** *Mar 2008 - Aug 2015*

I started this position as a Price Changer, responsible for the price integrity of the department. Duties included:

- Getting weekly ads hung, regular price changes updated
- Helping with plan-o-gram changes in dept, as well as stocking on a nightly basis.
- Responsible for all department ordering/receiving and a five-person team.
- Achieving the highest sell-through rates on seasonal.

### **Customer Service Representative**

**M&M Digital Inc** *Aug 1995 - Jul 2003*

- Resolve customer inquiries via phone and email, consistently achieving the targets
- I have improved system for following up with unsatisfied customers to recall back up to 10%.
- Trained and mentored 100 new employees on customer care services.
- Proposed more efficient solution to handle the application to reduce average customer time.
- Achieved 98% customer satisfaction rating to date.

## PROJECTS

### **Medical Product Service**

**Project Lead** *Nov 2010 - Present*

Our company sells Medical products across the globe. I was the main project lead for this project. Responsible for handling 30

members team to support the product-related customer queries and giving the right solution. Achived 98% customer satisfaction till now. Also provided the training to new joining about the product and services.