



STEFANOS DE LUGO

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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Brooklyn, NY 

[LinkedIn](#) 

EDUCATION

Bachelor of Arts
Communications

University of Pittsburgh
2008 - 2012
Pittsburgh, PA

Awards

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

CAREER SUMMARY

Caring and friendly customer service professional with 10+ years of 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.

WORK EXPERIENCE

Customer Service Representative

LegendLimo

April 2018 - current / New York, NY

- Exceeded quantitative metrics on customer satisfaction, customer retention, and inquiry volume
- Grew existing customer accounts by 29% through exceptional customer service and effective sales techniques
- Actively maintained and updated customer accounts in HubSpot
- Quickly triaged incoming calls, and escalated calls when necessary, reducing the average time to resolution by 19%
- Actively worked to display a courteous and empathetic attitude to customers, resulting in a net promoter score over 40

Customer Service Representative

Premiere Response

July 2013 - April 2018 / New York, NY

- Promptly handled an average of 80 customer inquiries and complaints per day with a 96% customer satisfaction rate
- Maintained a knowledge base of the evolving product offerings, and improved customer retention by 9% by proactively recommending new products to existing customers
- Documented customer interactions to reduce on-boarding time by 15% 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 14% by understanding needs and recommending the right products

Customer Experience Intern

ClearVision Optical

May 2012 - July 2013 / Brooklyn, NY

- Assisted in 200+ tele-sales that brought in new customers to the clinic
- Used Microsoft Office tools to track customer experiences, communication, and marketing efforts