




STEPHEN GREET

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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Brooklyn, NY 

[LinkedIn](#) 

EDUCATION

Bachelor of Arts

Communications

University of Pittsburgh

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

CAREER OBJECTIVE

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.

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 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

Premiere Response

April 2016 - April 2018 / New York, NY

- 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