RIATTA LARETO

Customer Service Associate

□ r.lareto@email.com
J (123) 456-7890

III Linkedin

San Francisco, California

WORK EXPERIENCE

Customer Success Specialist

Greyhound

- - Optimized the Lifetime Value (LTV) of 120+ monthly customers
 - Collaborated with the CS manager to create 12 key CSS checklists to manage the client life cycle
 - Implemented virtual Q&A sessions with 25* various clients per week, creating specialized walkthroughs through the website to save 14* hours of direct customer interfacing
 - Handled difficult and complex customer complaints, resolving issues within 4 minutes, on average, and receiving a customer satisfaction score of 4.9 out of 5

Customer Ticket Agent

Delta

- November 2019 December 2020

 San Francisco, CA
 - Confirmed flight and travel information, checking in 400+ customers per day at California's second most-trafficked airport
 - Sold last-minute tickets, upselling 28% of customers on trip insurance and travel upgrades
 - Followed 100% of FAA regulations and requirements and airline policies and procedures
 - Revitalized Delta's brand identity, showing up for 84% of shifts early, treating all customers with the highest regard, and maintaining a tidy appearance
 - Resolved complaints and calmed agitated customers, helping
 7+ late customers per shift make their flights on time

Customer Service Consultant

Viking Cruises

- ☐ June 2018 November 2019
 ☐ Remote
 - Attained 97% customer satisfaction on voluntary surveys, increasing customer retention by 6%
 - Grew existing customer accounts by 9% through compassionate customer service and effective sales techniques
 - Triaged incoming calls, thereby reducing the average time-toresolution by 4 minutes
 - Maintained a courteous, empathetic attitude towards customers, reducing complaints about service by 27%

EDUCATION

B.A. Communications

San Francisco State University

- September 2014 June 2018
- San Francisco, CA
- GPA: 3.6

SKILLS

- Sales
- Customer Service
- · Collaboration
- · Negotiation
- Account Management.
- Zoom
- · Problem-solving
- Positive Mindset
- Empathy
- CRM

CERTIFICATIONS

- Certified Customer Service Professional (CCSP)
- Customer Service Representative Certification (CSRC)

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ML Yell

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Resume Mastery Rosalind Kincaid, AI, 2025-02-28 Unlock your career potential with Resume Mastery a comprehensive career guide designed to transform your resume from a mere summary into a powerful marketing tool This book delves into the evolution of resumes highlighting how they ve transitioned from simple qualification lists to sophisticated branding documents Understand the critical role of Applicant Tracking Systems ATS and learn how to strategically incorporate keywords to enhance your resume s visibility Discover how tailoring your resume is key to making a strong first impression and securing interviews in today s competitive job market directly influencing your long term career trajectory. The book takes a step by step approach starting with the fundamentals of effective resume writing including formatting language and content selection It then progresses through various resume types and the art of crafting compelling accomplishment statements A unique aspect of this book is its focus on the psychological elements of resume creation exploring why certain elements resonate more effectively with recruiters Resume Mastery not only provides the how but also the why behind resume best practices supported by industry data case studies and insights from recruiters Equip yourself with the knowledge and tools needed to create a resume that not only showcases your skills and experience but also aligns with your career goals ultimately leading to job search success and salary negotiation advantages No-Nonsense Resumes Arnold G. Boldt, Wendy Enelow, 2025-09-12 For the first time ever here s a resume book that clears away the clutter and gets down to the brass tacks of what it takes to write and design a resume that will get you interviews and job offers Authors and professional resume writers Wendy Enelow and Arnold Boldt share their insights knowledge and more than 35 years of combined experience to help you prepare a resume that will get you noticed not passed over No Nonsense Resumes begins with a thorough but easy to understand explanation of the key elements that are vital to creating an attention grabbing resume including how to Strategically position your resume Showcase your skills and achievements Format and design a professional looking resume Select and integrate key words Prepare and distribute your electronic resumeSubsequent chapters offer specific tips on creating winning resumes for job opportunities in virtually every profession Administration Accounting Banking Government Health Care Hospitality Management Human Resources Law Enforcement Manufacturing Sales Marketing Skilled Trades and Technology Science Engineering Included in each chapter are sample resumes contributed by leading resume writers and career consultants worldwide Network World, 1994-08-22 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce Remote Work Playbook Cole N. Harrington, 2025-11-04 Break free from the 9 to 5 grind and start building a location independent life that pays the bills and fuels your purpose Whether you re

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