



Karen Anderson

Customer Service

CONTACT

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United States, San Jose, CA

EDUCATION

2015 - 2019

Associate Degree in Business Administration

San Jose City College, United States, San Jose

PROFESSIONAL SUMMARY

Dedicated and detail-oriented customer service professional with over 5 years of experience in retail and relations. Proven ability to handle high-pressure environments, resolve customer issues efficiently, and maintain a positive shopping experience.

EXPERIENCE

Customer Service Representative

2021 - Now

Target, United States, San Jose, CA

- Assist customers with product inquiries, returns, and complaints in a friendly and efficient manner, ensuring customer satisfaction.
- Manage cash transactions, process refunds, and handle escalated issues to maintain a smooth shopping experience.
- Train new team members on customer service protocols, systems, and company policies.
- Consistently achieve high customer service satisfaction scores based on post-interaction surveys.

Cashier

2019 - 2021

Best Buy, United States, San Jose, CA

- Processed customer purchases, returns, and exchanges accurately while providing excellent service in a fast-paced retail environment.
- Assisted customers in locating products and provided knowledgeable recommendations on electronics and accessories.
- Maintained a clean and organized checkout area and ensured accurate cash handling procedures.
- Worked closely with the customer service team to resolve product or service complaints quickly.

SKILLS

Exceptional communication and interpersonal skills ★★★★★

Proficient in handling cash transactions and POS systems ★★★★★

Strong problem-solving and conflict resolution abilities ★★★★★

Ability to work in fast-paced environments ★★★★★

Team-oriented with excellent time management skills ★★★★★