

A WORLD OF JOB OPPORTUNITIES.



**Introduction for position
ID**

Customer Service Advisor – German Speaker
12151

CURRICULUM VITAE

Place of Residence Portugal

Profile +10 years experienced Customer Service Advisor in acquiring potential customers over the phone as well as providing ongoing support. With the right soft skills, can offer excellent customer service. Even with complex issues, always give competent advice and inspire customers with sense of service.

Skills & Competences

- Very high proficiency in using German language;
- Communication skills and team working attitude gained through active participation in working;
- Results driven;
- ability to work under pressure and with short deadlines.

Application Software

- MS Office;
- CRM Tool;
- Peoplesoft
- SAP.

Education

2003 - 2005
Training as hardware and tool software Customer advice and sales

2001 - 2003
Training as Logistic Assistant

1992 - 2001
Primary and high school - Switzerland

Work experience

Aug 2019 – Jul 2020
Customer Support

Your tasks/responsibilities

- Inbound B2C.
- Record all data in CRM.
- Processing emails using Outlook.

Oct 2016 – Dec 2016
Customer Advisor

Your tasks/responsibilities

- B2C Meetings.
- Outbound Calls.
- Record all data in CRM.
- Processing emails using Outlook.

Nov 2014 – Mar 2015
Call Center Agent

Your tasks/responsibilities

- Acquisition of new B2C customers by telephone and active sale of telecommunications services, including mobile phones and monthly subscriptions.
- Outbound and inbound calls.
- Record all data in CRM.

May 2013 – Nov 2014**Customer Service****Your tasks/responsibilities**

- BSC Outbound calls.
- Active sales (all products: Cell phone devices, ADSL, TV and telephone services).
- Record all data in CRM.

2009 - 2012**Customer Advisor****Your tasks/responsibilities**

- Inbound B2B calls.
- Data collection in Peoplesoft.
- Direct acceptance of orders from opticians in Switzerland, Germany and Austria.

2008 – 2009**Warehouse and Shipping Assistant****Languages**

- Portuguese – mother language
- German – mother language
- English – good knowledge