

PETERSON JEAN-LOUIS

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SUMMARY

Energetic and results-driven professional with 2+ years of experience in customer service arena. Expert in captivating or entering orders, generating/withdrawing accounts, and procurement details of complaints. Familiar with principles and procedures of customer needs valuation, meeting superiority standards for services, and evaluation of customer satisfaction.

EDUCATION

Technical Certificate, Paramedic EMT
Broward College

Graduation: August 2018

HIGHLIGHT OF SKILLS

- ✓ Technological Skills: Microsoft Office Suite
- ✓ Time Management
- ✓ Multi-tasker
- ✓ Product Knowledge
- ✓ Payroll Processing
- ✓ Customer Service
- ✓ Technical Oversight
- ✓ Product Management
- ✓ Increase Customer Retention
- ✓ Documentations

WORK EXPERIENCE

BurgerFi <i>Executive Assistant</i>	Mar 2015-Oct 2015
<ul style="list-style-type: none">✓ Conserves executive's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications.✓ Act as the point of contact between the executives and internal/external clients.✓ Produce and uphold scheduling for the Operation Manager to assess organization.	
Walgreens <i>Sales Representative</i>	Apr 2012-Nov 2012
<ul style="list-style-type: none">✓ Conduct market research to identify trends and manage sales activities accordingly.✓ Keeps management well-versed by acquiescing activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.✓ Services current accounts, acquires orders, and creates new accounts by developing and shaping daily work schedule to call on existing or potential sales outlets and other trade factors.	
Ross <i>Customer Service Representative</i>	Sep 2010-Jan 2011
<ul style="list-style-type: none">✓ Retain records of customer interactions, process customer accounts and file documents✓ Entices potential customers by responding product and service queries, portentous data about other products and services.✓ Handle complaints, deliver appropriate solutions and substitutions within the time limits and follow up to safeguard resolution.	

ADDITIONAL INFORMATION

Bilingual: English and Creole