



Melany M. Robinson

EXECUTIVE FOR CUSTOMER SERVICE

Profile

Extremely motivated to constantly develop my skills and grow professionally. I am confident in my ability to provide excellent customer support, creative problem solving and build lasting customer relationships

Personal info

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👤 melanyrobinson4698@gmail.com

Education

Colegio Técnico de Educación

Comercial y de Servicios (2014-2016)

MEP Bachelor's degree

Executive for Customer Services

Technical degree

CINDE (2015-2016)

B2 English certificate

Junior Achievement (2015)

Economics for Success

Banco Central de Costa Rica (2015)

Servicio al Cliente Simpe-Móvil

University of the People (2019-In progress)

Bachelor of Science in Business Administration

Internships

Coopervision Costa Rica (2016 - 40 hours)

Human Resources Assistant

Professional skills

Exceptional communication and networking skills

Successful working in a team environment,

as well as independently

The ability to work under pressure and multi-task

Energetic and positive attitude

Impressive organizational and administrative skills

Outstanding performance on customer service and administrative tasks

Experience and know-how of Microsoft Word, PowerPoint, Excell, and Access

High proficiency with IBM Notes and Outlook

Work experience

McKinsey Costa Rica, Business Presentation Specialist

October 2016 - August 2018

- Create PowerPoint slides from handwritten or electronic manuscripts sent by consultants
- Apply visual enhancements by using an innovative logic of layout to give a better understanding of the slides content
- Ability to communicate fluently in an all-English business environment with a firm grasp of spelling and grammar
- Superior typing skills (min. 30 WPM; 95% accuracy)
- Transparent communication with the consultants

Smile Direct Club Costa Rica, Customer Service Agent

May 2019 -Current job

- Go above and beyond for the customer and achieve the "Wow" ranking on management call review evaluations each week.
- Provide excellent customer service over the phone, email, SMS (text message), and live chat
- Use communication software to interact with teammates, management, and other departments
- Proactively recognize and report trends and possible pain points and help create solutions to improve each customer's journey