

NATASHA WATT

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CUSTOMER SERVICE REPRESENTATIVE

- * Telemarketing
- * Training & Supervision
- * Telemonitoring
- * Cross-Selling
- * Conflict Resolution
- * Problem Diagnosis

EMPLOYMENT

VERIZON

New York, NY

CUSTOMER SERVICE REPRESENTATIVE

1999 to present

Verizon operates the nation's most reliable wireless network.

- Field customer service inquiries (approximately 40-45 daily) from over 5,000 customers in a 90-person call center.
- Duties include explaining services, recommending service options and scheduling installations for phone, fax and computer lines.
- 90% success rate in diagnosing and resolving customer issues in under three minutes.
- 40% success rate in cross-selling additional services such as national service plans, call waiting, call forward, caller ID, international calling plans and phone/internet packages.
- Resolved specific issue with disgruntled client and, as a result, retained \$1 million in business.
- Possess perfect attendance record and recognized as *Employee of the Month* in 2005.

VENUS SPORTSWEAR

Newark, NJ

CUSTOMER SERVICE REPRESENTATIVE

1995 to 1999

Venus Sportswear is a leading retailer of women's workout apparel and swimwear.

- Received up to 75 customer calls and processed an average of 60 orders daily.
- High success rate in cross-selling alternative, additional and/or replacement apparel.
- Personally trained 15 customer services representatives within a four year period.
- Automated a manual product information system which resulted in reducing call time by 45 seconds for all representatives.
- As acting supervisor during a three month period, telemonitored calls and provided feedback, and piloted a successful employee incentive & recognition program still in use.

EDUCATION & TRAINING

Brandeis High School, New York, NY

1995 graduate

Cross-Selling Strategies and Verizon Product Suite

Verizon

Closing the Sale and Telemonitoring Procedures

Venus Sportswear