

# Maria Santos

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## Summary

Customer service representative with 4 years of experience in retail and contact-centre roles. Calm under pressure, accurate with account details, and focused on solving the problem on the first contact.

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## Core Skills

**Service:** Phone, email, and chat support, de-escalation, returns and exchanges, complaint resolution

**Tools:** Zendesk, Salesforce Service Cloud, Shopify POS, Microsoft 365

**Languages:** English (fluent), Spanish (fluent), Portuguese (conversational)

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## Experience

Aug 2022 – present    **Customer Support Representative**, Coastline Telecom – Burnaby, BC

- Resolve 45 to 60 billing and service inquiries per shift across phone and chat while keeping a 94% customer satisfaction score.
- Handle escalated calls for the Spanish-speaking queue and document outcomes clearly for follow-up teams.
- Suggested a clearer script for plan-change calls that the team lead adopted for new hires.

June 2020 – July 2022    **Sales Associate and Cashier**, Urban Threads – Vancouver, BC

- Processed sales, returns, and exchanges accurately in a high-traffic downtown store.
- Trained five seasonal associates on POS procedures and the store's return policy.
- Recognized as associate of the month twice for customer feedback and teamwork.

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## Education

Sept 2016 – June 2020    **Burnaby Central Secondary School**, High School Diploma – Burnaby, BC

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## Additional Information

**Availability:** Full-time, including evenings and weekends