Kristine Bentley

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**Summary:**

Talented Customer Service Associate skilled at balancing customer needs and company demands. Effectively builds loyalty and long-term relationships with customers while achieving all individual sales goals.

**Skills:**

* Cheerful and energetic
* Flexible scheduling
* Effective team player
* Dependable and reliable

**Experience:**

Feb 2015 Alorica San Antonio, TX

To Call Center

Current

* Promote sales
* Receive in bound calls
* Answer questions about the products
* Provide excellent customer service

July 2014 Target San Antonio, TX

To Operator, fitting room, cashier

Current

* Answering phone calls.
* Cash handle
* Putting away the items
* Setting tables/end-caps

March 2013 McDonalds San Antonio,TX

To Shift Manager

July 2014

* Count the safe make sure its even
* Making sure all register are even
* Processed up to 100+ customer orders per day.
* Tracked down sources of special products and services to meet customers' special needs.
* Making the bank deposit.

May 2012 Subway Milwaukee, WI

To Crew

February 2013

* Fielded an average of 20+ customer service calls per day.
  + - * Recommended and helped customers select merchandise based on their needs.
      * Confirmed that appropriate changes were made to resolve customers' problems.
      * Processed up to 80+ customer orders per day.
      * Trained new employees on company customer service policies and service level standards.
      * Open and close the store.

March 2011 Wendy’s Greenfield, WI

To Crew

June 2012

* + - Trained new employees on company customer service policies and service level standards.
    - Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
    - Promotions in a friendly and engaging manner.

May 2010 Heritage Credit union- A-B Branch Milwaukee, WI

To Bank Teller

March 2012

* Fielded an average of 20+ customer service calls per day
* Processed up to 70+ customer orders per day
* Deposit and withdrawal
* Open and close accounts
* Make money orders and cashier checks

**Education:**

2015 UW-Milwaukee

Bachelor of Science: Pre-Pharmacy