

Astoria King

Professional Customer Service Specialist

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EXPERIENCE

Intuit QuickBooks, Remote— *Inbound Digital Sales*

March 2022 - Currently

Worked with company systems such as live chat, email, and phone diligently completed all assigned tasks, working overtime as needed. Researched, calmed, and rapidly resolved client concerns to assist with sales of products. Managed chat flow with a high percentage of time in queue. Perfect attendance to perform optimally meeting KPIs and sales goals. Built rapport with each client through phone and chat allowing me to complete multiple sales transactions with clients.

Amazon, Remote — *Freight Team*

July 2019 - March 2022

Resolved issues escalated to management to achieve the quickest resolution and minimize wait times for software bugs and account management issues. Provided performance feedback to agents regarding call time, escalation rates, Hold times, customer rapport, and phone behavior. Analyzed data reports using Microsoft Excel and internal database storage systems. Acted as a liaison for cross-sectional business units during team training, calibration sessions, and leadership meetings, with members from QA, Sales, Product Owners, and Service teams.

Home Depot, Remote — *Customer Service Specialist*

April 2015 - July 2019

Processed customer orders with accuracy and a strong sense of urgency. Responded to customer inquiries promptly and professionally via phone, email, and chat, ensuring a high level of courtesy. Resolved customer complaints efficiently and empathetically, escalating complex issues when necessary. Maintained detailed and accurate records of customer interactions. Collaborated with internal teams in Sales and Marketing to ensure customer satisfaction and improve overall service quality. Achieved a 96% customer satisfaction rating consistently throughout the year. Identified and implemented a new procedure that streamlined order processing, resulting in a 45% reduction in processing time.

SKILLS

Excellent verbal and written communication skills

Proficiency in Microsoft Office Suite (Word, Excel, Outlook)

Problem-solving and analytical skills

Ability to work independently and as part of a team

Time management and organizational skills

Strong attention to detail

Positive and professional demeanor

Ability to learn quickly and adapt to new procedures

AWARDS

Honor's Student

Coding Temple Data Analyst Certification

Google Analytics Certification

EDUCATION

Georgia State University, BBA in Marketing – 2022

