

Asheli Daniels

👤 Profile

Dedicated Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction. Proven ability to establish and maintain excellent communication and relationships with clients. Excellent time management skills combined with a superior knowledge of the customer service industry.

📁 Employment History

Customer Service Representative (Remote) at Livewell Savings

January 2022 — March 2024

- Developed a customer service training program that improved customer service representatives' ability to handle customer inquiries.
- Developed customer service scripts to ensure consistent customer service across all customer service channels.
- Analyzed customer service data to identify and address customer service issues, resulting in improved customer experience.
- Used customer relationship management (CRM) systems to accurately track and manage customer data.
- Handled high-volume of customer inquiries in a professional and timely manner, resulting in a 95% increase in customer satisfaction ratings.

Customer Service Representative/Sales Specialist at Itel BPO Smart Solutions

March 2018 — December 2021

- Answered inbound calls to greet and assist customers with various needs and questions.
- Resolved customer inquiries, complaints and issues providing insightful solutions.
- Researched assistance requested and offered accurate information to resolve issues and respond to inquiries.
- Handled escalated callers to reach positive outcomes.
- Analyzed customer data to identify key trends and insights that can be used to inform sales strategies.

Virtual Assistant/Customer Service Representative at Labels and Supplies Ltd.

June 2015 — February 2018

- Automated routine tasks, resulting in a 90% improvement in efficiency.
- Developed and implemented a customer service system that increased customer satisfaction by 95%.
- Responded to customer inquiries in a timely and professional manner, resulting in a 90% reduction in customer complaints.
- Scheduled and coordinated meetings, calls, and appointments resulting in smoother workflows and increased productivity.

Details

39 McNeil Boulevard,
Twickenham Park Housing
Scheme
St. Catherine
Jamaica
8768683318
ashelidaniels@gmail.com

Skills

Leadership and Teamwork

Ability to Multitask

Ability to Work Under
Pressure

Customer Service

Communication Skills

Critical thinking and problem
solving

Computer Skills

Effective Time Management

Customer Relations

Cus

- Developed and managed social media accounts, resulting in a 90% increase in followers.

Education

Level 3 Accounting Certificate, HEART College of Business Studies

September 2009 — June 2011

High School Diploma, St. Hugh's High School

September 2004 — June 2009