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SANDRA JENSEN

Profile

Competent Customer Service Professional with progressive experience in communications & retail sectors. Key skills include clear customer needs focus, problem-solving, organization & attention to detail. Strong career results in on-time work delivery & exceptional service reviews. Eager to contribute people skills & enthusiasm in a responsible Customer Service role.

Professional Experience

TELUS Communications, Burnaby, BC 2008-Present
Customer Service Representative

Duties in call centre setting:

- Received & redirected incoming client calls
- Problem-solved customer service issues
- Resolved conflicts & customer complaints
- Recommended best products & services
- Assisted team with day-to-day administration

Result – Received department's "Top Service" Award

WALMART CANADA, Burnaby, BC 2004-2008
Customer Service Assistant

Duties on retail service desk:

- Opened & closed daily cash register
- Tracked & reported customer sales & product returns
- Greeted & directed in-store customers
- Kept minutes for weekly team meetings

Result – Highly positive customer service surveys

Education

2007 Camosun College, Victoria, BC
Customer Relationship Management (CRM) course

2004 Langara College, Vancouver, BC
General Studies Diploma

Computer Skills

Word, Excel, PowerPoint, Internet Explorer

References Available Upon Request