



ZAVIA JARRETT

VIRTUAL ASSOCIATE



I will leverage my expertise in customer relationship management to meet and exceed all your expectations. My main goal is to wow you through my ability to get the job done in an efficient, detailed and professional manner.

SPECIALIZATIONS

- Sales
- Administration
- Customer Relationship Management
- Email Management

WORK EXPERIENCE

Customer Relationship Management

2019 TO 2021

- Customer Service Agent in a high volume call center, maintained low AHT on calls and handled customer complaints
- Create accurate records of each call. Has a documenting accuracy and customer satisfaction of 98.59%
- Speak with 17 to 25 customers via phone daily.
- Send emails to respond to customer queries and provide information

EDUCATION BACKGROUND

ADMINISTRATORS GUIDE TO GOOGLE TOOLS

CERTIFICATION OF COMPLETION FOR 2020