

# JANICE M. ROBINSON

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## PROFILE SUMMARY

Highly dedicated, motivated, and experienced Customer Service Representative. Excels in fast-paced, changing work environments. Quick study for new products, services and policies. Endeavors to conform to and exceed the standards set by management. Dedicated to maintain customer satisfaction and contributes to company success goals. Proven ability to empathize, establish rapport with clients and exceeds expectations. Motivated team player aiming to provide superior customer service above and beyond expectations. Demonstrates the ability to establish and document rapport with customers in an inbound and outbound call center. An extensive experience in sales and the customer service environment; which includes generating new prospects, training existing customers, troubleshooting technical problems and managing/tracking returns.

## CORE COMPETENCIES

- Provide product information and recommendations to customers.
- Maintain accurate customer records and order information in CRM system.
- Collaborate with other departments to ensure customer satisfaction.
- Identify and escalate complex issues to senior customer service representatives or managers.
- Participate in training and development programs to improve customer service skills.
- Reliable and driven, with strong time management and prioritization abilities.

## SKILLS HIGHLIGHTS

- |  |                      |  |
|--|----------------------|--|
| • Customer Relationship Management (CRM) | • Ticketing Systems  | • Product Knowledge                                |
| • Data Entry                             | • Live Chat Software | • Conflict Resolution                              |
| • Product Knowledge                      | • Technical Writing  | • Organizational Skills                            |
| • Multitasking                           | • Order Processing   | • Interpersonal Communication                      |
| • Troubleshooting                        | • Billing Systems    | • Emotional Intelligence and Relationship Building |
|  | • Time Management    |  |

## PROFESSIONAL WORK EXPERIENCE

### REAL ESTATE BROKER

2022 - PRESENT

[AYA Realty Group](#)

- Create and implement a marketing strategy to increase brand recognition and sales.
- Establish a customer needs assessment initiative through informal interviews.
- Coaches and mentor real estate professionals on strategies to gain trust and loyalty with customers.
- Consistently exceeded sales goals and maintained a reputation of high caliber.

### INSURANCE SALES AGENT

2022 - 2023

[Allstate](#)

- Assisted customers and agents with billing problems, rating issues, coverage questions and new business issues.
- Calculated premiums and established payment method; received customer payments and issued receipts.
- Completed insurance applications, conducted policy interpretation, analyzed insurance programs, and suggested additions or changes as needed.
- Responded to all customer inquiries and/or concerns over the phone daily, providing verbal and email quotes and consistently maintaining one of the highest overall contact rates in the office.

### REALTOR

2019 - 2022

[Desari Jabbar Realty Group](#)

- Promoted sales of properties through advertisements, open houses, and participation in multiple listing services.
- Accompanied buyers during visits to and inspections of the property, advising them on the suitability and value of the homes they are visiting.
- Negotiated the sale, lease, or development of property and completing or reviewing appropriate documents and forms.
- Developed a client base by personally contacting customers and clients to buy and sell all types of real estate properties.

## **SALON OWNER/STYLIST**

**2006 - 2019**

Salon Jmari

- Developed necessary systems for client retention and salon management.
- Trained stylists to become more successful and imparted skills necessary to compete in a demanding profession.
- Managed employees Provided great customer service Sold retail and services Performed all hair services with excellence managed books.
- Responsible for compliance with Barbers and Cosmetologists and regulations.

### **CERTIFICATION**

- |  |             |
|--|-------------|
| • Advocating for Short Sale Clients  | <b>2020</b> |
| • Accredited Buyers Representative (ABR)   | <b>2019</b> |
| • Sellers Representative Specialist (SRS)  | <b>2019</b> |
| • Customer Service Certification (CSC) - International Customer Service Association (ICSA) |             |