Michael Pietrusinski

Chicago, IL 60617

(312) 498-1050

petrohd@gmail.com

**Professional Summary**

Dedicated Customer Service professional with knowledge of s ervice delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

**Skills**

|  |  |
| --- | --- |
| * Understanding Customer Needs * Data Entry and Maintenance * Verbal and Written Communication | * Building Customer Trust and Loyalty * Courteous with Strong Service Mindset |

**Work History**

Customer Service | 06/2006 to 01/2024

Chicago Distribution Center/University Of Chicago - Chicago, IL

* Assisted in processing customer orders by phone, web, and mail-in
* Responded to customer inquiries and queries to provide thorough and speedy resolutions.
* Helped maintain database of subscription-based customers ("Standing Orders") as well as assisting them with any issues that came up.
* Established and maintained contacts with several client presses. Have also helped them with issues that come up as well as been a "point-person" in either helping them or or knowing who to send them to if necessary.
* Working knowledge of CISPUB, an in-house system used for tracking orders and inventory.
* Working knowledge of SalesForce in answering emails and offering solutions to customer service issues.

Customer Service Rep/Seasonal Supervisor | 01/2004 to 11/2005

FTD.COM - Downers Grove, IL

* Provided primary customer support to both florists and customers by processing phone orders and also resolving issues ranging from floral deliveries to ordering extra supplies.
* Answered constant flow of customer calls with minimal wait times.
* Recommended products to customers, thoroughly explaining details.
* Worked as a Seasonal Supervisor by answering the Seasonal Employee's questions and also working as a liasion between the Seasonal Workers and the next level of supervisors.
* Worked with the management in helping to train seasonal workers by sitting in on their orientation sessions and assisting where needed.

Registration Coordinator/Customer Service | 08/2002 to 08/2003

Chicago Council On Foreign Relations - Chicago, IL

* Worked for a non-profit agency which promoted political discussion on current events.
* Helped to register participants at Speaker's Events.
* Worked with fellow employees to help manage capacities at these events and also attended events to help with registration and check-in.
* Created financial reports using software (Crystal Reports) that were then submitted to Accounts Receivable for accounting purposes.

Michael J Pietrusinski, Inc | 08/2001 to 08/2002

Self - Chicago, IL

* Hired out so various Administrative Agencies throughout the Chicagoland area specializing in Customer Service and Data Entry Assignments.
* Assisted customer service inquriries assisted by specialized database programs

Brokerage Liasion Unit Associate | 04/2000 to 07/2001

TD Waterhouse - Chicago, IL

* Assisted with Customer Service inquiries via phone and fellow brokers.
* Provided guidance and information to brokers by sharing knowledge and experience by adhering to industry regulations and company operating policies and procedures.
* Increased company profitability by resolving these issues through finding lost checks and stock certificates, opening new customer accounts, and processing other paperwork vital to the maintenance of their account.

**Education**

**St. Norbert College - De Pere, WI** **| Bachelor of Arts**

Communication, 08/1993