

# LEEANNE LOWE

addnamebox@gmail.com | 2267875303 | Windsor, ON N9A 1P6

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## Summary

Communicative customer service professional motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers. Offers skill with CRM systems paired with outstanding active listening and multitasking abilities. Dedicated student interested in applying excellent communication and interpersonal skills to Csr role. Experienced in data entry and handling money. Can quickly memorize product details and build customer relationships.

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## Skills

- Customer Service
- Retail Sales Customer Service

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## Experience

**Customer Service Representative** | E.O. Gas - Windsor, ON | 07/2020 - 01/2021

- Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Escalated customer concerns, issues and requirements to supervisors for immediate rectification.
- Educated customers on special pricing opportunities and company offerings.
- Fielded customer complaints and queries, fast-tracking for problem resolution.

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## Education and Training

Georgian College of Applied Arts And Technology | Barrie, ON

**Some College (No Degree):** PSW