
Chiara A. Rivera-Souffront

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Summary

Fifteen years of Office Assistant and Customer Service experience.

Skills

- Customer Service
- Customer Account Management
- CRM Software
- Understanding Customer Needs
- Building Customer Trust and Loyalty
- Verbal and Written Communication
- Transaction Processing
- Issue and Complaint Resolution
- Upbeat and Positive Personality
- Translation and Interpretation Services
- Calm and Professional Under Pressure
- Courteous with Strong Service Mindset
- Efficient and Detail-Oriented
- Data Entry and Maintenance
- [Language] Fluency
- Clerical Support
- Office Equipment Proficiency

Experience

REAL ESTATE AGENT | 01/2022 - Current

Empire State Realty - Brooklyn , NY

- Advised prospective clients on current market activities and optimal buying or selling choices.
- Maintained current and accurate CRM database of prospective customers.
- Researched and determined competitive market price.

LIFE INSURANCE AGENT | 11/2020 - 03/2021

New York Life - Brooklyn, New York

- Remote with NYL Long Island agency the largest in the industry
- Sound telephone and oral communication skills
- In depth knowledge of insurance laws, regulations and processes
- Identified potential clients with provided leads
- Developed and maintained relationships with current customers and provided excellent service
- Attended daily company meetings via zoom.

CUSTOMER SERVICE REPRESENTATIVE | 10/2019 - 01/2020

Con Edison - New York

- Excellent customer service skills applied daily on phones
- Use of CIS systems applications to navigate in order to answer customers utility questions

- Extensive knowledge of meter systems used in NYC
- Smart meter training
- Daily use of mathematics and reading dual computer screens.

FINE JEWELRY SALES ASSOCIATE/KEYHOLDER | 09/2019 - 01/2020

New York, New York

- Credit card handling
- Sales goals were set to optimize store sales
- Inventory was done
- Effective communication with customers
- Use of three languages to make sales.

CASHIER | 05/2019 - 08/2019

Dollar Tree - Brooklyn, New York

- Cash handling on register
- Sales associate of numerous dollar tree items
- Inventory and stock associate.

BOUTIQUE MANAGER | 09/2018 - 04/2019

Juju S'amuse - New York, New York

- Keyholder to boutique in Upper East Side
- Obtained and closed sales in order to make daily store goals,
- Effectively communicated with clients using consumer friendly language and knowledge.

SALES ASSOCIATE | 01/2018 - 04/2018

H&M - Brooklyn, New York

- Sales, stock, fitting room, cashier
- Large volume pop up shop.

MANAGER | 09/2017 - 12/2017

Mattress Firm - New York, New York

- Effectively communicate using consumer friendly and appropriate language
- Keyholder to large showrooms
- Managed store alone
- Obtained and closed sales in order to meet daily store goals
- Utilized POS system to complete orders.

COURIER/OFFICE ASSISTANT | 06/2017 - 08/2017

China Visa Dragon Travel - New York, New York

- Carefully attended to all the guests' needs, and be on standby for all emergencies
- Acted as a liaison for visitors at the Chinese embassy by providing visa services to all customers
- Communicated with all local offices to solve any issues for our clients
- Prepared documents and communications related to obtaining visas.

PRIVATE FRENCH AND SPANISH TUTOR | 01/2013 - 05/2017

Barnes Family, Long - New York

- Taught basic to advanced language skills to teenage children in French and Spanish
- French and Spanish culture and language tutor for private family home for 4 years
- Utilized advanced teaching methods for language and culture skills.

CUSTOMER SERVICE | 07/2012 - 11/2012

Con Edison - Brooklyn, New York

- Take approximately 100-120 incoming calls per day (approx

- 15 customers/hour)
- Answer billing questions and collect and process payments for customer utility bills
- Excellent listening skills and the ability to ask probing questions, understand customer concerns and overcome objections while remaining calm to offer solutions to their inquiries.

HOSTESS | 10/2011 - 04/2012

Café Habana - New York, New York

- Greeted and seated guests in a friendly, timely and professional manner
- Trained new servers in protocol and etiquette; provided highly affected training of new employees
- Demonstrated ability to interact with guests of all ages, diverse cultures and backgrounds
- Utilized POS System to complete orders.

SALES/ ADMINISTRATOR | 01/2011 - 10/2011

American Vision Care - New York

- Outreached customers requesting eyeglass information
- Ensured that clients possessed proper insurance coverage and provided payment options
- Obtained insurance authorization and filed paperwork for claims
- Created a Customer Service Training Manual utilized by employer.

Education and Training

York College - New York, Jamaica

University of Bourgogne - Dijon, France

Language and Culture

Laguardia High School of Music, Art and Performing Arts - New York | Arts Endorsed Diploma

Languages

- Multilingual, fluent in English, Spanish and French