

# Elizabeth Sandberg

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**Objective:** Experienced customer service professional looking for a position where I can apply my 10yrs of experience to build customer happiness, satisfaction and trust.

## **Strengths:**

- Fluent in English and Spanish
- Excellent interpersonal skills
- Professional under pressure
- Able to multi-task efficiently and professionally
- Friendly and easygoing personality
- Gracious, and solution oriented

## **Relevant Experience:**

- Acted as troubleshooter to successfully resolve customer service problems
- Solve any inquires or request customers have
- Warmly addressed and helped customers
- Managed multiple projects independently

## **Work History:**

<b>Flight Attendant</b> - American Airlines Group	Chicago	2016-Present
<i>-Guide and assist for safety and comfort to passengers</i>		
<i>-Adhere to all aviation rules and regulations</i>		
<i>-Help ensure customer happiness and encourage repeat business</i>		
<i>-Assist passengers and cabin crew during emergency situations</i>		
<i>-Provide help to passengers with special needs (children, disabled persons, elders etc)</i>		
<i>-Prepare and submit reports on flight incidents</i>		
<b>Customer Service Representative</b> - Presearch Inc.	San Diego	2015-2016
<i>-Provide customer services for all company clients</i>		
<i>-Educate clients on current and future services</i>		
<i>-Process customer orders</i>		
<b>Account Manager</b> - Soledad Media Group	La Jolla	2014-2015
<i>-Manage online accounts over the phone and computer</i>		
<i>-Create engaging content</i>		
<i>-Analyze bi-weekly Social Media Reports</i>		
<b>Receptionist</b> - California Advanced Esthetics	San Diego	2013-2014
<i>-Promoted services and workshops through presentations</i>		
<i>-Answer customer inquires</i>		
<i>-Front desk admin duties/coordinate events</i>		
<b>Beauty Advisor</b> - Macy's	Chula Vista	2012-2014
<i>-Provide excellent customer service in English and Spanish</i>		
<i>-Promoted products and brand to reach monthly goals</i>		
<i>-Assist and direct all customers in a friendly and professional manner</i>		