

### QUALIFICATIONS & HIGHLIGHTS

- ✓ **High volume Call Center skills** effectively and accurately provide excellent customer service
- ✓ **Proven ability to communicate effectively with decision-making professionals** Customers as well as Corporate headquarters.
- ✓ **Dedicated to identifying and leveraging opportunities to generate new business** across the community and customer retention.
- ✓ **Recognized with multiple Awards within sales and customer service**
- ✓ **Skilled in, mentoring, training, and motivating** high-performance sales teams.
- ✓ **Multilingual communicator**; Native Swedish, fluent English, conversational Spanish

### PROFESSIONAL EXPERIENCE

#### **Knowing Translations**

2021-Present

- Subtitle Translations
- Familiar with different style guides
- Punctual with deadlines

#### **VCA Animal Hospitals**

2020-Present

#### **Customer Service Rep/Call Overflow Agent**

- 50+ calls per day
- Schedule appointments and call new business leads
- Navigate through multiple applications to help clients
- Communicate through chat and emails and respond to resolve issues and do follow ups within an appropriate time frame
- Collaborate with a management team and team of reps to hit client satisfaction goals
- Accurately collect client information and enter it accurately into scheduling system

#### **CINTAS, San Diego**

2018-2020

#### **Sales and Service Rep.**

Taking care of Cintas customer on a daily basis, ensuring compliance and OSHA requirements are in place.

- Taking care of Cintas customer on a daily basis, ensuring compliance and OSHA requirements are in place.
- First aid/CPR/AED certified
- Safety walks with customers throughout their buildings
- Positive attitude, along with ambition, organization and service spirit
- Growing customers to service all their needs in first aid and safety

#### **Sur La Table, San Diego**

2006-2018

**Assistant Sales Manager** • 2006-2012 / **General Manager** • 2012-2018

Achieved several internal promotions

- Hired, trained all new hires. Maintained an active performance development process.
  - Managed inventory, controlled shrink and retail supply expenses.
  - Earned top sales in the nation and won a trip to France and Belgium.
  - Demonstrated exceptional verbal and written communication with employees, customers, field management and corporate office at all times.
  - Managed the complete operation of the store/s, including but not limited to executing corporate initiatives on a timely manner, delegated tasks and holding employees accountable.
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#### **EDUCATION, TRAINING & CREDENTIALS**

**Bachelor in Culinary Arts** | Birgersjobergs Gymnasiet, Vanerborg, Sweden

### **CAROLA CHRISTOPHERSON**

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