# Freya Wiśniewski

*Service Professional*

Florham Park · New Jersey · US

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## Summary

Detail-oriented service professional with 10+ years of experience in customer-facing and administrative roles across retail and business services. Familiarity with insurance products through supporting functions and high-volume client interaction. Adept in documentation, account management support, and navigating regulated environments, with strong communication and organizational skills. Currently pursuing NJ Property & Casualty (P&C) license. Eager to contribute customer-first attitude and operational expertise to a Commercial Lines Account Manager position.

## Experience

### Assistant Customer Service Supervisor at Target Corporation

01 Aug 2017 – 01 Mar 2024

Provided front-line service in high-volume retail setting, supporting both general merchandise and pharmacy counter operations.

* Conducted intake for customer inquiries on service programs and store-offered financial products, resolving daily concerns with a 98% customer satisfaction rate.
* Supported maintenance of sensitive documentation, including records for store-offered protection plans and returns.
* Trained in store policies for data privacy and regulatory requirements affecting pharmacy, with indirect exposure to insurance claim processes.
* Processed transactions, refunds, and exchanges (handled $8,000+ daily on average), and balanced registers at shift close.
* Liaised between customers and department leads to facilitate efficient service and information exchange.
* Participated in annual inventory process, assisting in stock reconciliation and reporting.

### Administrative Assistant / Account Coordinator at Bayridge Business Solutions

01 Dec 2014 – 01 Jun 2017

Provided administrative support to account managers servicing small business clients in risk management and compliance consulting.

* Scheduled client appointments, prepared basic client agreements, and drafted correspondence for external review.
* Maintained digital filing system of client documentation, tracking agreement dates and renewal reminders.
* Assisted with invoice preparation, payment tracking, and expense reporting for senior staff.
* Fielded incoming inquiries and relayed customer needs to appropriate account managers.
* Produced monthly service activity reports using Microsoft Excel and company templates.

### Sales Associate (Part-Time) at Best Buy

01 Jul 2011 – 01 Aug 2014

Provided sales and support in consumer electronics department; advised customers on purchasing protection plans and business solutions.

* Developed basic knowledge of warranty and claim processes related to company-provided extended insurance products.
* Processed sales, exchanges, and returns using POS systems; achieved individual sales targets.
* Maintained section inventory and participated in quarterly audits.
* Built rapport with commercial clients for volume purchases and follow-up service support.
* Career Gap: September 2014 – November 2014 (Relocation & Job Search)

### Front Desk Associate at Springfield Family Fitness

01 Jun 2008 – 01 Jun 2011

Managed daily front desk operations, member check-ins, new sign-ups, and payment processing.

* Scheduled client appointments and maintained database of active memberships.
* Provided information and support regarding club promotions including insurance-related member discounts (e.g., SilverSneakers).

## Education & Training

### Bachelor of Arts, Business Administration

Rutgers University, Newark, NJ

– 01 May 2011

## Skills

Customer Service & Client Relations, Account Support & Documentation, Data Entry & Recordkeeping, Cash Handling & POS Operation, Appointment Scheduling, Inventory Management, Microsoft Office Suite (Word, Excel, Outlook), Vendor Communications, Multi-line Phone Systems, Basic Market Analysis (retail/consumer), Time Management, Issue Resolution, Team Collaboration, Adaptability, Confidentiality Awareness, Basic CRM Navigation, Professional Correspondence, Invoice Processing Support, Problem Solving, Report Preparation, Process Adherence, Cross-Selling Techniques, Basic Insurance Product Awareness, Strong Verbal & Written Communication

## Languages

### English | – Present

Fluent

### Polish | – Present

Conversational

## Certifications & Credentials

### NJ Property & Casualty (P&C) Insurance License – In Progress | – Present

NJ Property & Casualty (P&C) Insurance License – In Progress (Estimated completion: September 2024)

### Certified Customer Service Professional (CCSP) | 2019

National Retail Federation

Certified Customer Service Professional (CCSP), National Retail Federation – Awarded 2019

## Awards

### Star Service Associate (Top 5%) for customer satisfaction and reliability | 2019

Target Corporation

Recognized as “Star Service Associate” (Top 5%) for customer satisfaction and reliability, Target Corporation, 2019 & 2022.

### Star Service Associate (Top 5%) for customer satisfaction and reliability | 2022

Target Corporation

Recognized as “Star Service Associate” (Top 5%) for customer satisfaction and reliability, Target Corporation, 2019 & 2022.

### Supported launch of pharmacy integration initiative | – Present

Target Corporation

Supported launch of pharmacy integration initiative at Target, facilitating customer communication and increasing overall store satisfaction scores.

### Administrative process streamlining | – Present

Bayridge Business Solutions

Contributed to administrative process streamlining at Bayridge Business Solutions, reducing document retrieval time by 18%.

## Interests

### Community volunteering | – Present

* annual food drive organizer, 2021 onward

### Fitness | – Present

### Reading business biographies | – Present

## References

### – Present