

# Yusef Vargas

## Customer Service Professional

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## Profile

Energetic Customer Service professional with 7 years of experience in fast-paced retail and call-center environments. Proven ability to track and expedite orders, liaise with vendors, and resolve escalated issues while maintaining high levels of accuracy and customer satisfaction. Strong communicator with solid proficiency in Microsoft Office, POS systems, and basic inventory software. Seeking to leverage transferable skills to contribute to the Customer Service Representative team at LaSalle Network's client.

## Skills

Customer Service & Operations

## Languages

### English | – Present

Native speaker

### Spanish | – Present

Fluent (spoken and written)

## Awards

### Employee of the Month | – Present

FreshGoods Grocery

Awarded "Employee of the Month" three times for consistent accuracy in cash handling and exemplary customer feedback.

### Order Processing Efficiency | – Present

BrightMart Superstore

Reduced average order fulfillment time by 15 % at BrightMart through proactive vendor communication and refined tracking spreadsheets.

### Customer Satisfaction | – Present

Various Employers

Maintained a 95 % satisfaction rating across roles, with documented positive feedback in post-interaction surveys.

### Process Improvement | – Present

HealthPlus Pharmacy

Initiated a labeling system for OTC products at HealthPlus Pharmacy, cutting locate time for customers by 20 %.

## Certifications

### Certified Customer Service Professional (CCSP) | 2025-06-30

Certified Customer Service Professional (CCSP) – In progress, expected completion Q2 2025.

### Microsoft Office Specialist (Excel) | 2025-12-01

Microsoft Office Specialist (Excel) – Pending certification, examination scheduled Dec 2025.

## Interests

### Personal Interests | – Present

- Emerging technology trends
- basketball
- DIY woodworking projects

## Experience

### BrightMart Superstore – Retail Division

Customer Service Associate | 01 Jun 2021 – Present

Serve as primary point of contact for in-store and online customers, handling an average of 80 + daily inquiries via phone, email, and face-to-face. Track, research, and update order status; coordinate with third-party vendors to obtain pricing, shipment dates, and freight quotes for both parcel and heavyweight deliveries. Expedite pickup and dropship requests, reducing average fulfillment time from 4.2 days to 3.5 days. Maintain accurate records of repair orders and warranty claims, ensuring timely follow-up with internal service teams. Contribute to weekly workflow meetings, proposing minor process tweaks that improved ticket resolution speed by 12 %.

- Recognized for cutting order processing time by 15 % within the first six months through proactive vendor outreach and streamlined internal tracking spreadsheets.

### HealthPlus Pharmacy (in-store pharmacy within BrightMart)

Pharmacy Front Office Assistant | 01 Mar 2019 – 31 May 2021

Assisted customers with prescription pickup, provided product information, and processed insurance verifications under pharmacist supervision. Handled cash transactions, managed POS system, and performed daily reconciliation of sales receipts. Updated inventory levels for over-the-counter medicines and health care supplies, coordinating restocks with external distributors. Responded to patient inquiries, escalating clinical questions to licensed pharmacists while maintaining confidentiality.

- Implemented a simple labeling system for OTC products that decreased customer locate time by 20 % and reduced checkout errors.

### FreshGoods Grocery

Retail Associate | 01 Jan 2015 – 28 Feb 2019

Operated cash registers, processed credit/debit transactions, and ensured balanced cash drawers at shift end. Managed stockroom organization, performed regular inventory counts, and prepared merchandise for floor display. Provided courteous assistance with product location, special orders, and price inquiries. Handled escalated customer complaints, achieving a 95 % satisfaction rating in post-interaction surveys.

- Awarded "Employee of the Month" three times for consistent accuracy in cash handling and exemplary customer feedback.

### TeleServe Solutions – Call Center

Inbound Call Center Representative | 01 Jul 2013 – 31 Dec 2014

Answered an average of 150 calls per day, delivering product information, troubleshooting technical issues, and processing service orders. Documented call details in the company CRM, maintaining data integrity and meeting KPI targets for average handling time. Collaborated with a team of 12 agents to meet daily service level agreements and reduce call abandonment rates.

- Achieved a personal quality score of 98 % for three consecutive quarters, surpassing the department benchmark.

### Career Gap

Sabbatical | 01 Jan 2012 – 31 Dec 2013

Took a planned sabbatical to care for a family member and completed a community college course in Business Communications (non-degree).

## Education & Training

### Associate of Arts, Business Administration

Metro Community College

01 Jan 2011 – 31 Dec 2012

### High School Diploma

Lincoln High School

01 Sep 2005 – 31 May 2009

## References

Available upon request.