# Habib Černý

*Customer Service Professional*

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*Layout style: hybrid*

## Summary

Enthusiastic customer‑service professional with 12 years of experience in high‑volume retail and call‑center environments. Proven ability to build rapport, resolve inquiries, and identify upsell opportunities while maintaining composure under pressure. Skilled in using multiple business applications (CRM, ticketing, POS, and basic troubleshooting tools) and adept at translating technical information into clear, customer‑friendly language. Seeking to leverage strong communication, problem‑solving, and sales‑consultation skills as a Customer Retention Representative at Comcast.

## Experience

### Customer Service Representative at RetailCo

01 Mar 2020 – Present

Full‑time – remote/hybrid role handling broadband and streaming product support.

* Respond to an average of 55 inbound/outbound customer contacts per shift, addressing billing inquiries, service changes, and technical troubleshooting for broadband and streaming products.
* Achieved 95 % customer satisfaction score (CSAT) over the past 12 months, exceeding the department target of 90 %.
* Initiated a “Quick‑Fix” script for common modem connectivity issues, reducing average call handling time by 15 % while maintaining first‑call resolution.
* Consistently met or exceeded retention metrics: saved 12 % of at‑risk accounts each month through consultative up‑selling of bundled packages.
* Trained new hires (2‑3 per quarter) on CRM navigation and call etiquette; received “Team Player” recognition Q2 2022.
* Recognized as “Top Retention Performer” Q4 2022, contributing to a $350 K revenue safeguard for the region.

### Sales Associate at PharmaMart

01 Jul 2016 – 01 Feb 2020

Full‑time role in a pharmacy‑adjacent supermarket.

* Delivered front‑line service in a high‑traffic store that included a pharmacy counter (no dispensing responsibilities).
* Handled cash, credit, and electronic payments for an average of 800 transactions weekly; maintained a 0.02 % cash‑short error rate.
* Conducted product demos and educated customers on health‑and‑wellness items, driving a 10 % increase in OTC sales YoY.
* Collaborated with the pharmacy team to route prescription‑related questions to licensed technicians, ensuring compliance with HIPAA and state regulations.
* Oversaw weekly inventory audits for the health‑section, reconciling discrepancies and reducing stock‑out incidents by 8 %.
* Awarded “Employee of the Month” (June 2018) for surpassing sales target by $12 K in a single month.

### Cashier & Customer Support at SuperMart

01 May 2012 – 01 Jun 2016

Full‑time grocery store position serving over 1,200 daily customers.

* Managed point‑of‑sale operations for a grocery store serving 1,200 + daily customers.
* Resolved pricing disputes, processed returns, and handled loyalty‑program sign‑ups, maintaining a 98 % accuracy rate in transaction processing.
* Assisted the “Tech Help Desk” team in troubleshooting in‑store kiosk and self‑checkout hardware, escalating only critical failures.
* Participated in seasonal promotions, contributing to a 5 % uplift in holiday sales.
* Selected for the “Customer Champion” program (2015) after achieving a high volume of positive customer feedback (average rating 4.8/5).

### Seasonal Call‑Center Agent at TeleAssist Solutions

01 Jan 2015 – 01 Mar 2015

Part‑time 12‑week contract providing telecom prepaid plan support.

* Provided support for a telecom provider’s prepaid mobile plans, handling activation, balance inquiries, and plan changes.
* Met daily KPI metrics: < 2 min average speed of answer, > 85 % first‑call resolution.
* Gained exposure to ticketing systems and basic troubleshooting of mobile devices.

## Education & Training

### Associate of Science, Business Administration

Los Angeles City College

– 01 May 2012

### High School Diploma

Los Angeles High School

– 01 Jun 2008

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| **Skills**  Customer Relationship Management (CRM), Consultative Sales & Upselling, Communication, Problem Solving & De‑escalation, Technical Aptitude, POS & Cash Handling, Inventory Control, Data Entry & Reporting, Time Management & Multitasking, Team Collaboration, Adaptability, Microsoft Office Suite  **Languages**  Czech — Native speaker  English — Fluent  Spanish — Conversational  **Certifications**  Certified Customer Service Professional (CCSP) | 2025-10-01  Telecommunications Fundamentals | 2026-01-01  **Awards**  Top Retention Performer – Q4 2022 | 2022-12-01  RetailCo  Saved $350 K in potential churn revenue.  Employee of the Month – June 2018 | 2018-06-01  PharmaMart  Surpassed monthly sales target by $12 K.  Customer Champion – 2015 | 2015-01-01  SuperMart  Maintained 4.8/5 average customer rating across 2 years.  Team Player Award – Q2 2022 | 2022-04-01  RetailCo  Recognized for mentoring new hires and sharing best‑practice scripts. | **Interests**  Technical Interests: Streaming media platforms, smart‑home devices, emerging broadband technologies  **References**  **Available upon request**  References available upon request. |