# Tereza Ferreira

*Customer Service Professional*

Springfield · IL · US

tereza.ferreira@email.com | (217) 555-8421 | https://linkedin.com/in/terezaf

*Layout style: single-column*

## Summary

Customer‑focused professional with 12 years of experience in retail, hospitality, and small‑business support roles. Proven ability to handle high‑volume inquiries by phone and email, process orders accurately, and maintain detailed customer records. Skilled at using MS Office, POS systems, and basic inventory‑management software. Demonstrates strong verbal and written communication, meticulous attention to detail, and a collaborative mindset. Currently expanding knowledge of product‑specification tools and business‑process documentation through coursework and a pending certification in Business Communication.

## Experience

### Inside Customer Service Associate (Contract) at BrightBrew Café Supplies

01 Mar 2022 – Present

Serve as primary point of contact for 150+ commercial café accounts, handling inbound calls and email tickets, achieving a 96 % first‑contact resolution rate.

* Process order entries, verify pricing, and generate quotations using the company’s ERP system; average monthly order value of $45 K.
* Maintain and update client records in the CRM, ensuring data integrity and compliance with internal audit standards.
* Collaborate with the sales and logistics teams to coordinate delivery schedules, reducing on‑time‑delivery exceptions from 12 % to 5 % within six months.
* Draft simple layout sketches in AutoCAD Viewer to illustrate equipment placement for customers; received commendation for clarity of visual communication.

### Retail Sales & Service Representative at Home & Hearth Furnishings

01 Jul 2016 – 01 Feb 2022

Assisted customers across the home‑appliance and small‑business sections, providing product information, upselling accessories, and handling returns.

* Executed daily cash drawer reconciliations and managed inventory audits for a 4,000‑item catalogue, maintaining ≤ 0.5 % shrinkage per quarter.
* Produced weekly sales reports in Excel, highlighting top‑selling SKUs and recommending stock adjustments that increased category turnover by 8 %.
* Trained new hires on POS systems and customer‑service protocols; served as a go‑to resource for troubleshooting technical issues.

### Customer Support Assistant (Seasonal) at PharmaRetail — Family Grocery Chain

01 Nov 2014 – 01 Jan 2015

Provided front‑desk assistance for the in‑store pharmacy counter, answering product‑availability queries and directing customers to licensed technicians.

* Handled prescription refill phone calls, entering data into the pharmacy’s management software while adhering to privacy guidelines.
* Managed appointment scheduling and maintained a clean, organized waiting area, enhancing overall patient satisfaction scores.

### Administrative Clerk at City Hall

01 Jun 2012 – 01 Oct 2014

Performed general office duties: filing, data entry, and drafting correspondence for the Department of Public Works.

* Supported the procurement team by preparing purchase requisitions and tracking deliveries for office supplies and equipment.
* Coordinated meeting logistics and prepared presentation materials for senior officials.

### Career Gap – Personal Development & Travel at Personal Development & Travel

01 Mar 2011 – 01 May 2012

Completed a six‑month intensive language immersion program in Lisbon, Portugal, improving Portuguese fluency.

* Volunteered part‑time at local community centre, assisting with event organization and youth mentorship.

## Education & Training

### Bachelor of Arts, Business Administration

University of Illinois at Springfield

01 Aug 2006 – 01 May 2010

## Skills

Customer Service & Relationship Management, Order Entry & Verification, Quote Preparation & Pricing Calculations, Microsoft Office Suite, Basic Computer‑Aided Design exposure, CRM & Ticketing Platforms, Point‑of‑Sale & Cash Handling, Inventory Control & Stock Replenishment, Written & Verbal Communication, Time Management & Multitasking, Problem Solving & Conflict Resolution, Data Entry Accuracy, Team Collaboration & Cross‑Functional Support, Scheduling & Calendar Management, Basic Business Math & Costing, Product Knowledge Acquisition, Email Etiquette & Professional Correspondence, Record‑Keeping & Documentation, Adaptability to New Software Environments

## Languages

### English | – Present

Native speaker

### Portuguese | – Present

Fluent

## Certifications & Credentials

### Certificate in Business Communication (in progress) | 2025-12-01

Coursera

### Microsoft Office Specialist – Excel (Intermediate) | 2023-10-01

## Awards

### First‑Contact Resolution Champion | 2023-10-01

BrightBrew

Recognized by BrightBrew for attaining the highest first‑contact resolution rate in Q4 2023 (96 %).

### Inventory Accuracy Excellence | 2019-01-01

Home & Hearth Furnishings

Led a quarterly audit at Home & Hearth that reduced inventory discrepancies by 0.5 %, earning the “Accuracy Award”.

### Process Improvement Initiative | 2020-06-01

Home & Hearth Furnishings

Designed a simple spreadsheet template for quoting equipment bundles, cutting quote preparation time by 30 % and adopted by the sales team.

### Customer Satisfaction Boost | 2015-03-01

PharmaRetail

Contributed to a 12‑point increase in Net Promoter Score for the pharmacy counter during seasonal support.

## Interests

### Contemporary design trends | – Present

### Culinary equipment | – Present

### Hiking | – Present

### Pottery | – Present

## References

### Available upon request | – Present