

MARY DATTA

Smyrna, TN 37167

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PROFESSIONAL SUMMARY

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

SKILLS

- Scheduling
- Complaint resolution
- Technical support
- Script adherence
- Live chat support
- Account updating
- Quality control
- Sales closing
- System implementation

WORK HISTORY

03/2023 to 01/2025

Customer Service Representative

Alorica (Costco Online Store) – Florida (Remote)

- Responded to customer requests for products, services, and company information.
- Followed-through on all critical inter-departmental escalations to increase customer retention rates.
- Promptly responded to inquiries and requests from prospective customers.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Update customer accounts, research products, call vendors
- Follow with order's, retail knowledge of products
- Place orders, cancel, give discounts, data entry document customer accounts
- Salesforce(update customer accounts, escalate order's, transfer account to teammates).
- Service Cloud, PVC, CRM
- VPN (Global Connect)

02/2021 to 03/2023

Assistant Manager

Icon – Southland Mall

- Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies.
- Offered hands-on assistance to customers, assessing needs, and maintaining current knowledge of consumer preferences.
- Generated repeat business through exceptional customer service.
- Completed regular inventory counts to verify stock levels, address discrepancies, and forecast future needs.

- Identified and communicated customer needs to supply chain capacity and quality teams.
- Trained personnel in equipment maintenance and enforced participation in exercises focused on developing key skills.

06/2018 to 05/2021 **Order Fulfillment Associate**

Milwaukee Tool – Olive Branch, MS

- Processed daily orders through multi-carrier manifest system.
- Reduced fulfillment errors by using RF scanners to quickly pick items to proper bins.
- Followed procedures at all times for personal and team safety.
- Trained new associates on basic and advanced shipment procedures.
- Pulled orders quickly to maintain demanding productivity goals.
- Took on extra hours and shifts during busy periods to meet tight shipping deadlines.
- Recorded daily activities for inventory control.
- Tracked production and quality control systems to proactively identify deficiencies.

09/2016 to 08/2018 **Customer Service Representative**

Ashaun – Memphis, TN (Remote)

- Responded to customer requests for products, services, and company information.
- Followed-through on all critical inter-departmental escalations to increase customer retention rates.
- Calculated correct order totals, updated accounts, and maintained detailed records for inventory management.
- Maintained up-to-date knowledge of product and service changes.
- Enhanced productivity levels by anticipating needs and delivering outstanding support.
- Implemented and developed customer service training processes.
- Identified and resolved discrepancies and errors in customer accounts.

EDUCATION

04/2016

High School Diploma

James Madison High - Atlanta, GA