

MICHAEL BEMBRIDGE

Customer Service Representative

📞 347-272-6778

📍 Hartford, Connecticut, U.S.A

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EDUCATION

A.S.A Institute Associates Degree

Business Management & Accounting

Brooklyn NY. U.S.A

2007-2009

SKILLS

- Customer Service
- Business Management & Operation.
- Fleet Dispatch.
- Experience in retail
- Effective Communication
- Time Management
- Problem Solving
- Inventory Management
- Detail-Oriented
- Remote Work Proficiency
- Team Collaboration

CERTIFICATIONS

CLASS A CDL

LANGUAGE

English

About Me

I am a Customer Service Representative with over 14 year of experience including sales , customer care, and conflict resolution. I have over 4 years of experience in Business management and Operations. Dedicated and detail-oriented professional with a background in delivery services and dealership operations, seeking a remote customer service representative position to leverage excellent communication and organizational skills.

WORK EXPERIENCE

Jan 2022 - Present. **Independent Contractor**

Toplane Delivery Services LLC.

- Managed business operations, employees and payroll..
- Built relationships with clients to maintain sales goals and create new opportunities
- Coordinated and executed timely and accurate deliveries, maintaining a high level of customer satisfaction.
- Demonstrated strong organizational skills in planning and optimizing delivery routes.
- Effectively communicated with customers to address inquiries, resolve issues, and provide exceptional service.
- Managed inventory and maintained accurate records of deliveries, ensuring accountability and efficiency.

Aug 2012 - Nov. 2021. **Quality Control Specialist, Detail Manager.**

Hoffman Auto -Group. 46 Albany Tpk. Simsburt Ct.

- Conducted thorough vehicle inspections to ensure best presentation.
- Collaborated with the sales and service teams to prioritize vehicle preparation for customer deliveries.
- Utilized attention to detail to perform interior and exterior vehicle detailing, exceeding customer expectations.
- Assisted in managing inventory, tracking vehicle locations, and maintaining accurate records.

REFERENCES

Available upon request.