

VICTORIA DEVITA

victoriadevita17@gmail.com • 781-775-0974 • Revere, MA 02151

SUMMARY

Dedicated Customer Success professional with a proven track record in building strong client relationships and driving customer satisfaction. Skilled in effective communication, conflict resolution, and sales strategies. Committed to ensuring clients' success and promoting an inclusive culture. Seeking to leverage my skills to exceed customer expectations and contribute to business growth.

EXPERIENCE

Customer Relationship Specialist

Jan 2022 - Present

LA Fitness | Saugus, MA

- Exceeds call volume expectations by conducting 60-100 calls per shift, surpassing the average of 15-20 calls. Demonstrates strong communication and persistence in engaging with customers.
- Utilizes active listening skills to understand customer concerns and effective problem-solving to achieve an exceptional clear-up rate of 4-5 accounts per shift, surpassing the average of 1-2 accounts.
- Achieves notable improvements in customer satisfaction and increases revenue through exceptional customer interactions and efficient issue resolution.

Customer Success Manager

Dec 2019 - Jul 2022

Organiz-ER

- Transformed lead generation efforts, achieving a remarkable increase in warm leads from 1-2 per week to 3-4 per day. This substantial enhancement in lead generation led to increased opportunities for customer engagement and revenue growth.
- Recognized for instrumental contributions to company success, notably receiving an award from Angi as a top client satisfaction provider.
- Spearheaded enhanced marketing across multiple platforms, resulting in the consistent generation of 4-5 high-quality leads per month, a significant achievement considering zero leads previously obtained.

Top Sales Associate

May 2018 - Dec 2019

Victoria's Secret

- Exceeded store averages by achieving an impressive average transaction amount of \$80-\$85 per customer, compared to the store's \$50-\$60 average. This achievement is attributed to exceptional customer service and personalized shopping experiences, which have significantly driven higher sales and increased customer loyalty.
- Demonstrated persuasive communication skills and a proactive approach to promoting credit card benefits, successfully securing 3-4 credit card applications per 4-hour shift. This outstanding performance goes well beyond the store's average of 1 application, making a substantial contribution to increased revenue.
- Exhibited exceptional product knowledge and effective sales techniques, enabling the identification of customer needs and tailoring recommendations for successful transactions. This consistently contributed to improved customer experiences and sales outcomes.

EDUCATION

Master of Arts, English and Creative Writing

Graduated: Aug 2022

Southern New Hampshire University

Bachelor of Science, Individualized Major- Diversity and Equity, Minor in Education

Graduated: Aug 2020

Southern New Hampshire University

CERTIFICATIONS & LICENSES

Inclusive Leadership

Mar 2019

Southern New Hampshire University

HARD SKILLS

- CRM Expertise
 1. HubSpot
 2. Salesforce
 3. Insightly
- Data Entry and Analysis
- Upselling and Cross-Selling
- Training and Onboarding

SOFT SKILLS

- Customer Service
- Time Management
- Adaptability
- Problem-Solving
- Interpersonal Skills
- Organization
- Sales Funnel Expertise
- Cold Calling