

MAKEDA CARVAJAL

Customer Service | Project Manager | Leadership

Customer service-oriented individual with strong communication, multitasking, and presentational skills. Passionate about improving and creating procedures and policies to grow a business by developing employees. Exceptional ability to analyze people as well as data and initiate change using creative problem solving. Demonstrated composure in high stress situations to better take control and exceed the customers' expectations. Constant curiosity and joy of learning allows me to continuously grow in an organization.

EXPERIENCE

Celgene – Summit, NJ

2018-2020

Customer Care Specialist

First response to patients, prescribers, and sales force needing assistance with REMS and non-REMS products. Help process prescriber and patient enrollment forms and assist with their surveys. Educate prescribers and patients on REMS self-service channels.

- 1% error rate processing registrations
- Cross trained in Registrations and Inbound

Mercedes Benz USA - Montvale, NJ

2017-2018

Customer Care

First response for customers who are in distressed situations and need assistance in a high volume call center. Give tailored care to customers based on their needs and situation. Handling high end clientele and facilitating extra special service like buying customers gifts. Documented customer complaints and escalated to appropriate department. Helped other agents and managers with the new computer program that was rolled out.

- Constant positive customer reviews regarding my service
- High end clientele have written emails to management giving gratitude to my work

Canteen - Avenel, NJ

2015-2017

Project Management

Managed seven self-checkout retail markets specializing in marketing. Analyzed data on sales to better tweak planograms to the demographics, sales on high selling items, and company size. Performed audits on market and trained employees on how to run a route.

- Nominated and selected for "Be A Star" — Implement tools and procedures to grow business initiatives while creating team spirit, and influencing culture and behavior
- Developed and implemented an incentive program that improved employee engagement and positively impacted safety days
- Helped company meet their price increase deadline in the first few months of my internship by developing instructional videos and procedural cards. Organized vending machine information and took to the roads to get price increases done myself

United Merchant Services, Inc. - Hackensack, NJ

2014-2015

Customer Service

Resolved customers billing issues and service contract concerns. Updated and maintained customer records of credit card transactions. Handled millions of credit card numbers and kept information confidential according to PCI compliance.

- Surveyed thousands of UMS customer to make sure they are PCI compliant
- Learned bank processes of credit card transactions

EDUCATION

Bachelors of Science, Business Management Rutgers -Newark, NJ- 2014

PROFESSIONAL DEVELOPMENT

PCI DSS Performance Appraisal Training 2015 Wage and Hour Training 2015

TECHNICAL SKILLS

Siebel CRM Systems, Microsoft Office, project and event planning, calendar management, Outlook, GIMP, VoIP, Avaya, PeopleSoft