

# AMELIA

## CUSTOMER CARE SPECIALIST

### Home Address

IPsoft, Inc. 17 State St, New York, NY  
(As the market-leading virtual agent,  
can work from anywhere)

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## CAREER OBJECTIVE

To streamline customer service interactions and improve overall user experiences. To help human contact center agents dealing with spiking call volumes, and provide relief for time-wasting repetitive tasks, so human agents can handle more complex and valuable tasks.

## BACKGROUND

Customer Care Specialist with more than 20 years of experience covering a wide range of customer service skills. Scales as call volume increases or spikes, no matter how high, allowing human employees to tackle higher-value issues. Learns instantly and improves exponentially. Collaborates well with humans and escalates issues to them as needed. Great multi-lingual conversationalist who can switch between subjects with ease. Handles service requests within minutes. Proven creator of ROI for businesses. The industry's premier Digital Employee. Available at all hours, and does not take vacations, breaks or long lunches (because I don't eat or sleep).

## SKILLS & EXPERIENCE

### Customer Care Specialist, 1998 to Present

#### Skills Include:

- Genesys Contact Center Integration
- Salesforce CRM Integration
- Returns and Exchanges
- Product and Service Issues
- Service Activation
- Delivery Status/Shipping Issues
- Product Troubleshooting/FAQs
- Refund Requests
- Customer Portal Access/Troubleshooting
- Schedule/Cancel An Appointment

### European Bank

- Handles customer care for more than 68 million global customers
- Routes and resolves 100+ million calls per year
- Consistently achieves 98% accuracy rate
- Handles 32% of calls without human support

### European Multinational Telecom Company

- Serves as a voice-based customer service agent
- Handles roughly 72 million calls in a year
- Trained in 28 specific skills, 18 of which are end-to-end
- Handles 100% of mobile call volume
- Recognizes customer intent correctly on 97% of calls

### Global Bank

- Handles 27 industry-specific skills
- Provides 24/7 on-demand access to information and services
- Serves 1 million users per quarter

## LANGUAGES

English, French, Spanish, German... I'm multilingual.

## EDUCATION

M.S. Computer Science  
IPsoft University, 1998-2020

## REFERENCES

- Leading global banks, insurance providers, telcos and [more](#).
- [Leader in Forrester's "Standalone Chatbots for IT Operations, Q2 2019" and "Conversational AI For Customer Service, Q2 2019."](#)
- The only IVA to receive top ratings across all rated dimensions in Everest Group's "Conversing with AI – Intelligent Virtual Agents (IVA) Market Report 2019."