

Personal

Name

Juana Acosta

Address

401 Blue Bell Lane, Worland
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Phone number

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Email

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LinkedIn

<https://www.linkedin.com/in/juana-acosta>

Juana Acosta

Highly skilled and committed retail customer service specialist in the agricultural retail sector. Over 17 years of experience in agriculture of which 10 are in retail customer service. Vast in-depth knowledge of agricultural products including seed, feed, crop protection, nutrients, equipment and technology. Regularly provided specialist customer service to over 150 customers per month and continuously maintained open queries below 10% with a 99% resolution time of less than 48 hours.

Work Experience

Retail Customer Service Specialist

Jul 2013 - Aug 2022

Bomgaars Supply Inc., Worland

- Promptly responding to all inbound customer communication
- Speedy resolution of sensitive and difficult customer problems escalated by sales and other staff
- Re-assuring customers of their value and the importance of the issue at hand
- Negotiating with suppliers, warehouse and customers to resolve matters quickly and amicably
- Resolving billing and pricing queries with finance and sales teams
- Tracking incoming and outgoing stock items to point of delivery
- Utilising CRM system to capture customer details and query correspondence
- Requesting credit notes and refunds from finance department and tracking to completion
- Promoting positive relations with suppliers and customers in accordance with mission statement
- Creating reports and taking care of general administration

Certificates

Farm & Ranch Management Certificate

2012 - 2012

Central Wyoming College, Riverton

Courses

Exceptional Customer Service

2017 - 2017

Customer Service Training Center

Microsoft 365

2016 - 2016

Microsoft Corp.

Skills

Customer service



CRM



Communication



Problem-solving



Negotiation



Product knowledge



References

Toby King

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Bomgaars Supply Inc.