



FRANZ

 [VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Customer Support
- Inbound Call Handling
- Sales & Sales Support
- Customer Retention
- Account Management
- Customer Records Management
- Account Documentation
- Billing Support
- Product & Service Recommendations
- Upselling & Service Upgrades
- Customer Issue Resolution
- Conflict Resolution
- Escalation Handling
- Customer Relationship Management
- Active Listening & Needs Assessment
- Cross-Functional Coordination
- CRM Data Management & Follow-Up

TOOLS

- Salesforce
- HubSpot CRM
- Atlas
- Google Workspace
- Microsoft Office
- Outlook
- Gmail
- Microsoft Teams
- Zoom
- Slack
- ChatGPT
- Claude AI

Customer-focused Customer Service Professional with 3 years of experience supporting telecommunications customers in high-volume call center environments, specializing in account management, billing support, issue resolution, customer retention, and sales. Recognized as a Top Performer for consistently meeting service and sales goals while handling 50–70 customer interactions daily, exceeding monthly sales targets, resolving escalated concerns, and maintaining accurate customer records. Brings strong expertise in customer support, conflict resolution, inbound call handling, HubSpot CRM, Google Workspace, and AI-assisted workflows, helping organizations strengthen customer satisfaction, improve retention, and deliver efficient, high-quality service.

WORK EXPERIENCE

CUSTOMER SERVICE & SALES REPRESENTATIVE

VXI – Comcast Xfinity | 2022 – 2025 (3 Years)

- Handled 50–70 inbound customer interactions daily involving billing inquiries, account updates, service concerns, and product-related questions, consistently met or exceeded monthly sales targets by identifying customer needs and recommending appropriate products and service upgrades, maintained accurate account documentation, collaborated with internal teams on escalated concerns, and earned Top Performer recognition for strong customer service, sales performance, and adherence to quality standards.

CERTIFICATIONS

- Google AI Essentials
- HubSpot Customer Service Certification
- Customer Service Fundamentals Certification
- Google Workspace Essentials

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