

MerSiha Tuzlic

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CUSTOMER SERVICE

Personable and organized professional with 10+ years of experience engaging in superior customer care through anticipating needs, quickly solving customer problems, and attention to detail. Motivated, upbeat professional eager to learn with demonstrated skills in interpersonal communication and teamwork.

Key skills include:

- Leadership and training
 - Strong interpersonal & communication skills
 - Excellent guest satisfaction & retention
 - Performance in high volume sales
 - Marketing & up-selling
 - Organization and attention to detail
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PROFESSIONAL ACCOMPLISHMENTS

CUSTOMER CARE

- Ensured customer needs were met in a timely and efficient manner. Advised customers, answered questions, provided information about products and services, solved customer issues, handled complaints, implemented customer service procedures, made improvement suggestions, and reported daily duties and essential information to managers.

LEADERSHIP

- Managed employees, scheduled shifts, ordered inventory, opened and close the business and deposited money. Oriented and trained newly hired employees demonstrated high-quality customer care, attention to detail, and effective teamwork. Led shifts providing direction and support to team members to ensure a safe and respectful workplace.

TEAMWORK

- Modeled positive support and assistance to co-workers while working collaboratively to achieve goals and maintain high-quality customer service. Looked for opportunities to help busy team members and support overall organization functioning.

PROFESSIONAL EXPERIENCE

LINDEN GROVE, Pittsburgh, PA

Server: Provided superior customer service demonstrating excellent communication and problem solving skills. Mentored newly hired employees and continually provided support to co-workers and modeled teamwork. Engaged in conversation, ensuring customer comfort and satisfaction.

LEGAL DOCUMENT SERVICES IKON, Pittsburgh, PA

Document Specialist: Prepped, scanned, inspected, compiled, and assembled projects accurately in a timely manner. Met deadlines by working efficiently while maintaining error-free work. Ensured all projects leaving the production floor were properly packaged and labeled.

INSTANT TAX SERVICES, Pittsburgh, PA

Tax Representative: Demonstrated strong knowledge of Pennsylvania Tax Laws and codes and excellent interpersonal communication skills while answering phones and explaining the process of filing taxes to customers.

PROFESSIONAL CREDENTIALS

PA WOMEN WORK,
Completed

Pittsburgh, PA
2022

PROFESSIONAL SKILLS

CHATHAM UNIVERSITY, Creative Writing

2020

- Published in *Words Without Walls*

MULTI-LINGUAL

- Fluent in Bosnian
- Fluent in German