

Agata Baltyn

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With a background spanning several years in customer service and healthcare, I also possess a Bachelor of Science in Biology. I leveraged this academic foundation to self-learn UX Design, resulting in the development of both a portfolio and an e-commerce store. As I prepare to embark on my professional journey, I am flexible and open to relocation opportunities.

Experience

WM

Customer Service Representative I (April 2024-present)

Windsor, CT

- Receive and process customer calls, serving as the primary point of contact for issue resolution
- Collaborate within a team to achieve call center objectives and elevate customer service standards
- Communicate clearly and accurately to convey information and confirm understanding of customer needs
- Act as a customer advocate by resolving problems on their behalf and engaging appropriate departments within Waste Management
- Escalate complex issues to the relevant level for swift resolution
- Utilize authorized systems to gather and update customer information efficiently
- Provide customers with information on service options, charges, billing, and contract details
- Adhere to established service and operational standards, ensuring quality, productivity, safety, and timeliness goals are met
- Prioritize and plan work activities effectively to address customer needs promptly
- Maintain consistent attendance and punctuality to ensure reliable service delivery

Alpha Nous Pro

Business Development Representative (February 2024-April 2024)

- Conduct Zoom calls to discuss services and understand leads' needs
- Generate post-Zoom call reports outlining lead concerns and questions
- Utilize a Scorecard system to enhance task comprehension
- Demonstrate in-depth understanding of services during Zoom meetings
- Guide leads through payment instructions for services
- Facilitate introductions between new clients and our team post-payment

Alo Yoga

Sales and Service Associate (August 2023-May 2023)

Farmington, CT

- Drive and exceed sales goals by leading Alo's initiatives, optimizing productivity, and ensuring customer engagement
- Partner with the leadership team to analyze reports, strategize, and deliver results
- Develop workforce solutions and lead selling initiatives throughout the store
- Educate on guest-facing initiatives and confidently introduced all facets of the Alo business model
- Resolve client needs quickly and effectively, ensuring customer satisfaction
- Educate guests and staff on product, community, and culture
- Utilize time management and prioritization to understand and protect the daily schedule
- Assist in processing shipment and ensuring product flow
- Ensure all front and back-of-house procedures were executed in accordance with company policy

Sephora

Beauty Advisor (October 2022 – September 2023)

Farmington, CT

- Sell different cosmetics, skin care products, makeup routines, and skincare routines using product knowledge in a consultative manner
- Provide each customer or client with highly detailed, service utilizing personalization
- Solve customer problems by addressing concerns, offering solutions, and adapting recommendations
- Upsell, cross-sell, and build rapport to meet sales goals and showcase time management
- Communicate benefits of the beauty insider program and credit card to meet sign-up goals
- Pay attention to detail to meet color IQ expectations
- Follow-up with customers post-sale to gather valuable feedback, build trust, and drive loyalty
- Build a network of satisfied customers that can lead to referrals or repeat business

Eppendorf Group

Sales Support Representative (February 2022 – September 2022)

Enfield, CT

- Utilize communication methods, use time management, and give customer service to provide order status (estimated delivery, quotations for shipping, status of order, etc.) to customers, sales reps, and dealers for updates
- Adapt to different order-related situations to brainstorm the best course of action
- Use empathy and a customer-centric approach to negotiate, solve problems, and resolve conflicts through team collaboration with sales reps and end-users in relation to order resolution while establishing trust and ensuring customer satisfaction
- Show technical proficiency and analyze data using SAP and Customer Relationship Management to document all invoice related/credits/billing issues
- Document and report by keeping highly detailed records with information gathered from calls and emails

Hartford Healthcare at Home

Personal Care Attendant (August 2020-March 2021)

Southington, CT

- Provide personal care assistance while using stress management with activities of daily living including personal care, household management, and mobility to coordinate the patient's day
- Address potential conflicts or challenges during patient visits
- Maintain cultural sensitivity while working with diverse patients and their families
- Document patient's activities and care needs
- Respect privacy and confidentiality while providing patient assistance

ScribeAmerica Llc at St. Francis Hospital

Medical Scribe – Emergency Department (August 2019-August 2020)
Hartford, CT

- Utilize data management, leadership, and multitasking to oversee lab and x-ray results and patient evaluation data for healthcare professionals which give physicians more time with their patients
- Interact with healthcare professionals, patients, and family members by utilizing interpersonal skills
- Record and organize consultations with healthcare professionals, patients, and family members which help the physician with documentation

Polar Corporation

Administrative Assistant (August 2015-August 2017)
New Britain, CT

- Answer and direct phone calls to provide phone support
- Address and resolve administrative issues as they arise to help with troubleshooting and operations
- Collaborate with office and manufacturing staff to ensure clear communication
- Effectively manage multiple tasks and priorities to accomplish daily tasks
- Input and update information in databases or systems to back up company files
- Maintain confidentiality of sensitive information and company records to work ethically
- Maintain filing systems and organized documents to provide organization of the company's assets
- Prioritize tasks and ensure deadlines are met to keep company up to date
- Provide excellent customer service to clients, visitors, and staff to leave a positive impression

Famous Footwear

Sales Associate (July 2013-July 2015)
Plainville, CT

- Communicate effectively in two languages by explaining promotions and sales to inform customers
- Display salesmanship and practice cash handling to complete transactions at store sales counters
- Maintain a positive attitude and actively listen while using decision-making to offer advice on products and ultimately build trust and a relationship

Education

Central Connecticut State University – General Biology B.S.

August 2015 - December 2020

Gained a comprehensive understanding of biological organization, including molecules, microbes, species, ecosystems, scientific research, and statistical analysis.

Medical Sales College – Spine and Orthopedic Reconstruction and Trauma

April 2021-June 2021

Completed medical device technology sales training covering Orthopedic Reconstruction and Trauma, Biologics, and Spine.

Google UX Design Certificate – Online

December 2022 - June 2023

Completed rigorous training designed for entry-level job readiness. Topics included UX research fundamentals, conducting interviews, empathy maps, personas, user stories, user journey maps, defining user pain points, ideating design solutions, inclusive design, wireframes, high-fidelity prototypes, considering accessibility, and tools like Figma and Adobe XD. Gained an understanding of responsive web design. Developed a portfolio of three projects.

Inside LVMH Certificate – online

May 2023 – June 2023

Completed training to learn about LVMH & The Luxury Industry, Luxury & Sustainability, Creation & Branding, Retail & Customer Experience, and Operations & Supply Chain.

Skills

Figma, Adobe XD, Google Workspace, Adobe Photoshop, Shopify, Canva, Squarespace, User Research, Wireframing, Prototyping, Usability Studies, Presentation, Sitemaps, Mockups, User Experience, Storyboarding, Information Architecture, Persona, User Journey, Use Case, User Flow, Responsive Web, Mobile App, Design for Accessibility, Design System, Front-End Engineering, HTML/CSS, Interaction Design, Microsoft Office, Customer Relationship Management, SAP, Detail-Oriented, Bilingual, Customer Service, Communication, Product Knowledge, Consultative Selling, Problem Solving, Time Management, Upselling, Cross-selling, Educational Presentations, Data Tracking and Metrics, Relationship Building, Adaptability, Team Collaboration, Networking, Negotiation and Conflict Resolution, Technical Proficiency, Data Analysis, Record-Keeping, Empathy, Customer-Centric Approach, Documentation and Reporting, Data Management, Organizational Skills, Personal Care Assistance, Compassion, Client-centered Focus, Stress Management, Interpersonal Skills, Medical Terminology, Multitasking, Leadership, Outreach, Transaction Facilitation, Client Onboarding, Proactive Deal Closure, Tech-Savvy