

# LISE LOTTE BJÖRCK

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## Professional Summary

Dedicated professional with knowledge of service delivery and strong multitasking abilities. Enhances customer experiences by employing service-oriented behaviors, understanding customer needs, and providing customized solutions to build loyalty. Looking for an opportunity to learn and grow within an established company.

## Skills

- Client Relationship Management
- Effective Communication
- Team Collaboration
- Inbound and Outbound Calling
- Data Entry
- Client Confidentiality
- De-escalation Techniques
- PC and Apple Computers
- Microsoft Office: Word, Excel, & PowerPoint
- VITA Tax Assistance Certified

## Professional Experience

**VITA – Woonsocket, RI** 01/2023 to Current  
*Tax Preparer*

- Handle intake and preparation of tax returns in person and remotely.
- Assist clients with their returns and finding ways of saving them money.
- Data entry of confidential information.
- Schedule appointments, make confirmation calls, and answer client questions over the phone and in person.
- De-escalate upset clients through active listening, thorough investigation, explaining policies, and providing appropriate solutions.

**Lotte.Design and BGDesign – CA/RI** 06/1993 to 12/2022  
*Graphic Arts/Proprietor*

- Engaged with individuals, large and small businesses, offering professional services through email, phone, and in person communication.
- Collaborated and established lasting relationships with vendors and industry professionals.
- Continuously trained in new methodology and techniques to remain up to date on trends.
- Connected with new clients through networking and community outreach.

**Baywood Inn – Los Osos, CA** 06/2019 to 06/2020  
*Hostess/ Inn Keeper*

- Greeted and assisted guests by gathering information pertaining to reservations or requests.
- Handled guest complaints and offered complimentary services to maintain high guest satisfaction rates.
- Developed and implemented strategies to optimize operational efficiency and create a welcoming atmosphere.
- Provided exceptional service and assistance to guests upon check-in.

**Colorcraft Printing – Atascadero, CA** 01/2017 to 01/2018  
*Customer Service / Graphic Designer*

- Assisted customers with graphic design requests, ensuring quality and maximum efficiency.
- Greeted customers in person and answered phone calls to answer customers questions and offered solutions.
- Assessed and rebuilt client files in preparation for print processes.
- Continued delivery of monthly newsletter remotely.

## Education

**Northern Rhode Island Career Academy - Woonsocket, RI**  
*Call Center & Banking Certification (Customer Service, Banking, Call Center, Sales, Digital Literacy, & SIE Fundamental)*

**Art Center of Design - Pasadena, CA**  
*Bachelor of Arts: Graphic Design and Illustration*