

ISHA LEWIS

CUSTOMER SERVICE REPRESENTATIVE



SUMMARY

I am a qualified and professional customer service representative with over ten years of experience in customer service industry. Proficient in CRM systems, multitasking, and maintaining high satisfaction and loyalty.

CONTACT

- 647-550-8035
- ishacumbermack@gmail.com
- Toronto, ON

EDUCATION

SECONDARY SCHOOL

Birchmount Park Collegiate
2009-2013

BACHELOR OF FASHION

MANAGEMENT
Humber College

2014 - 2016

SKILLS

- Active Listening
- Time Management & Prioritization
- Workflow Optimization
- Adaptability & Flexibility
- Positive Attitude & Resilience
- Conflict Resolution/ De-escalation
- Computer Literacy
- Empathy & Emotional Intelligence
- Troubleshooting & Technical
- Data Entry & Record- Keeping
- Accuracy
- Clear verbal & Written Communication

EXPERIENCE

OPERATIONS MANAGER

Red Oak Landscape Contractors INC

2025 - Present

- Oversee budgeting, materials procurement, and vendor negotiations
- Coordinate a team of 10 landscaping and sales professionals
- Manage daily scheduling, crew assignments, and project logistics for residential, commercial, and industrial clients in the GTA

SUPPORT ANALYST

Everlink Payment Services

2024 - 2025

- Resolved technical and operational issues for front-line staff and internal users
- Investigated and resolved disputed transactions, chargebacks, and billing audit, compliance, and third-party processors
- Monitored ATM networks, responded to availability and error alerts, coordinated with cash-in-transit vendors for replenishment, and ensured terminal uptime and compliance with service-level agreements
- Provided phone, email, and chat support

CUSTOMER SERVICE REPRESENTATIVE

Ipex Management INC

2023-2024

- Fielded inbound calls from distributors, contractors, and engineers
- Checked system alerts for backorders or shortages
- Greeted every caller or email warmly, actively listening to understand each customers needs
- Advised customers on selecting the right piping materials