




ISHA LEWIS

CUSTOMER SERVICE REPRESENTATIVE

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

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.

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