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| **Ana Lita** | [alita@globalbioethics.org](mailto:alita@globalbioethics.org)  New York, NY • (646) 269-0773 |

Highly accomplished, efficient, and results-oriented customer service staff with excellent interpersonal and communication skills and track record in managing customers’ engagement.

**Languages: (Fluent)** English, Italian, French and Romanian

**RETAIL**  
Have extensive hands-on experience and exposure to client needs, behavior and temperament. Requirements for success picked up include patience, tolerance, understanding and respect. Fast learning of various items has been extremely important and helpful and played an important role in advising clients.  
  
**CUSTOMER SERVICE**  
Involved both in online and in person servicing of clients/customers. Listening and ease of understanding/communicating is essential. Knowledge of multiple languages has been key to success. Respect for all and appreciation of needs/ problems and ability to answer and resolve issues is essential.  
  
**NEGOTIATION SKILLS**  
Drawing and convincing customers to what is available as opposed to set views can be necessary. This sometimes requires negotiation with the customer/client and may test one’s skills.  
  
**TRAINING**  
Teaching experience becomes handy when a customer is either unfamiliar or unsure with the  
item sought or recommended. Sometimes it is simpler than that and might involve location of an item. Sometimes one would need to explain the value of an item.

**EDUCATION**

Bowling Green State University, Ohio, US -- Medical/ Health Care, B.A.

**References:**

Dr. Charles Debrovner MD, Retired Fertility Expert NYU Langone Center

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