

First Last

Customer Service Representative

Customer Service Representative with five years of experience solving customer issues and increasing overall customer loyalty. Familiarity with support software to monitor the severity and propagation of customer issues. Cooperated with other staff members to make sure that the whole customer service life cycle was addressed regularly.

EXPERIENCE

Resume Worded Inc., New York, NY

Customer Service Representative

January 2020 - Present

- Exceeded sales target by 18% by maintaining advanced products and services knowledge and quickly assessing customer needs.
- Promptly handled an average of 80 customer support calls and addressed concerns about facilities, product mishaps, offers, and billing per day with a 95% customer satisfaction rate.
- Monitored and recorded top customer grievances with details about frequency and seriousness using an Excel sheet.
- Actively evaluated employee engagement to ensure employees were involved and satisfied, resulting in a 35% rise in employee satisfaction in FY 2020.
- Developed effective strategies to market consumers' goods and services

Resume Worded Private Storage, Boston, MA

Senior Customer Service Representative

June 2016 - January 2020

- Achieved a 100% customer approval rating by helping them make purchasing choices by identifying their storage needs and suggesting storage solutions.
- Welcomed 20+ customers daily and assisted them in locating and using their storage space.
- Managed 50+ calls daily with a cool disposition and a strong work ethic.
- Developed E-surveys and increased the number of customers by 20%, who provide feedback to measure the net promoter score and boost the services.

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SKILLS

Microsoft Office
Scheduling
Customer Satisfaction
Project Management
Detail Oriented
Data Entry

EDUCATION

Resume Worded University

M.S. in Communications

January 2012

New York, NY

Minor in public speaking

- Awards: [Optional highlight from university]
- Received Senior Scholar Award 2012

OTHER

- SCP Career Certification Exam
- Completed the Resume Worded "Attitude for Service"

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