

Beanna Sharafi

Customer Advocate

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📍 1234 Aspen Lane, Boulder, CO 80301

EDUCATION

Bachelor of Arts in Communication and Customer Relations at University of Colorado Boulder, CO

Sep 2018 - May 2022
Relevant Coursework: Interpersonal Communication, Public Speaking, Mass Communication, Persuasion, Media Literacy, Organizational Communication, Conflict Resolution, Intercultural Communication, Social Media Marketing, and Customer Relationship Management.

LINKS

[linkedin.com/in/beannasharafi](https://www.linkedin.com/in/beannasharafi)

SKILLS

- Empathy
- Active Listening
- Salesforce proficiency
- Zendesk expertise
- Conflict Resolution
- Adaptability
- Multitasking

LANGUAGES

- English
- Japanese

HOBBIES

Photography

PROFILE

Results-driven Customer Advocate with 1 year of experience in providing exceptional customer support and building strong client relationships. Proven ability to handle high-volume inquiries, resolve complex issues, and enhance overall customer experience. Strong communication and problem-solving skills, with a demonstrated commitment to customer satisfaction and loyalty. Seeking to leverage expertise in a role dedicated to driving customer success and business growth.

EMPLOYMENT HISTORY

Customer Advocate at Zillow Group, CO

Feb 2023 - Present

- Successfully increased customer satisfaction ratings by 35% within a year by addressing concerns promptly, providing personalized solutions, and consistently following up with clients to ensure their needs were met.
- Streamlined the customer support process, resulting in a 25% reduction in average response time and a 20% increase in issue resolution rate, through the implementation of a new ticketing system and staff training.
- Proactively identified and resolved potential issues for over 500 clients, leading to a 40% decrease in complaint rates and contributing to a 15% boost in customer retention within a 6-month period.

Associate Customer Advocate at T-Mobile, CO

Jul 2022 - Dec 2022

- Successfully resolved 95% of customer complaints within the first call, leading to a 20% increase in overall customer satisfaction ratings for the team.
- Streamlined the customer support process by creating and implementing a new knowledge base, reducing average call handling time by 15% and improving first-call resolution rate by 10%.
- Consistently achieved a monthly average of 120% of target sales goals, resulting in being recognized as the top-performing Associate Customer Advocate for three consecutive quarters.
- Led a team of five junior advocates in a company-wide initiative to improve customer retention, resulting in a 25% reduction in customer churn rate over six months.

CERTIFICATES

Certified Customer Experience Professional (CCXP)

Oct 2021

Certified Client Service Specialist (CSS)

Mar 2020

MEMBERSHIPS

National Association of Consumer Advocates (NACA)

International Customer Service Association (ICSA)