

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Dedicated Customer Service Representative who provides exceptional customer service through active listening and problem solving. I have worked in customer services for the past 10 yrs, Maintaining a level of great customer services.

SKILLS

- Skilled in call center operations
- Customer service award
- Exceptional communication skills
- Quick learner
- Multi-line phone talent
- Goal-oriented
- Positive and friendly
- People-oriented
- Exceptional time management skills
- Strong interpersonal skills
- Team building expertise

WORK HISTORY

04/2015 to Current **Internet Banking**

Old Dominion Freight Line Inc – Tolleson

- Maintained friendly and professional customer interactions.
- Experienced in assisting customer with issues with online banking.
- Filling cases to correct customer online issues.
- Servicing customer with bill pay issues and lost payments.
- placing stop payments for lost or stolen checks.
- Assisting non online banking rep with online issues.
- Resolving issues with branch.
- Working with are online ops to reactivate deactivated customer logins due to fraud.
- Meeting a monthly scorecard of a sales goal which fluctuates to the banks needs.
- Assisting manager with task to motivate the team in are monthly team sales goal.

2014 to 04/2015

Customer Service Banker

Portland General Electric Company – City

- Maintained friendly and professional customer interactions.
- Assisted customer with setting payment arrangements.
- Handling high call volume when customer experienced power outages.
- Assisting customer with address moves or changes to services.
- Accurately documented, researched and resolved customer service issues.
- Improved call center functionality and service capacity by resolving customer complaints efficiently and quickly.
- Defused volatile customer situations calmly and courteously.
- Gathered and verified all required customer information for tracking purposes.
- Acted professionally and patiently when addressing negative customer feedback.
- Effectively managed a high-volume of inbound and outbound customer calls.

01/2010 to 11/2014 **Customer service**

Affiliated Computer Services – City

- Effectively managed a high-volume of inbound and outbound customer calls.
- Addressed and resolved customer product complaints empathetically and professionally.
- Resolved service, pricing and technical problems for customers by asking clear and specific questions.
- Provided an elevated customer experience to generate a loyal clientele.
- Routinely answered customer questions regarding merchandise and pricing.
- Asked open-ended questions to assess customer needs.
- Built long-term customer relationships and advised customers on purchases and promotions.

EDUCATION

2005

High School Diploma

Grant High Schoool - Portland Oregon

ACCOMPLISHMENTS

Several Months of being a top performer and assisting the few managers I have had with manager duties.