

# Beanna Sharafi

Customer Advocate

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 (404) 016-4533

 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)