

JESSICA CLAIRE

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SUMMARY

Personable and dedicated Customer Service Representative with extensive experience in the service industry. Solid team player with upbeat, positive attitude and proven skill in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

SKILLS

- Building Customer Trust and Loyalty
- Data Entry and Maintenance
- Order and Refund Processing
- Creative Problem Solving
- CRM Software
- Multitasking and Prioritization
- Efficient and Detail-Oriented
- Data Entry
- Verbal and Written Communication
- De-escalation Techniques
- Upselling Products and Services
- Document Review Skills
- Billing Inquiry Resolution
- MS Office
- Strong Analytical and Problem Solving Skills
- LiveChat Messaging
- Call Volume and Quality Metrics
- First-Tier Technical Support
- Computer Proficiency
- Inbound and Outbound Calling
- Salesforce CRM
- Teamwork and Collaboration
- Time Management

EXPERIENCE

Customer Advocate/New Hire Support, 05/2018 - 07/2021

Rural King – Jeffersonville, IN

- Used different knowledge banks to research customer problems and develop accurate responses.
- Reached out to providers to help develop comprehensive solutions.
- Performed extensive research on all inquiries and concerns to achieve complete client satisfaction.
- Maintained thorough and detailed documentation of customer interactions and outcomes.
- Engaged with customers and worked to resolve product and service issues.
- Prevented key account losses by researching discrepancies and correcting problems.
- Supported sales team members to drive growth and development.
- Promoted available products and services to customers during service, account management and order calls.
- Utilized job-related software to prepare change of address records and issue service discontinuance orders.
- Adjusted bills and refunded money to resolve customers' service or billing complaints.
- Surpassed sales goals through implementation of successful marketing strategies.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Strengthened customer retention by offering discount options.
- Collected deposits or payments and arranged for billing.
- Reached out to customers after completed sales to suggest additional service or product purchases.
- Engaged in conversation with customers to understand needs, resolve issues and answer product questions.

Customer Care Agent/Training Mentor, 10/2015 - 08/2017

Spectrum – City, STATE

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- De-escalated customer issues with proven conflict mediation and problem-solving abilities.
- Promptly responded to customer inquiries and resolved complaints to promote loyalty.
- Researched resolutions, contacted necessary departments and responded to customer by phone, mail or fax as follow-up.
- Maintained high satisfaction score by consistently resolving first-call issues.
- Delivered customer support to high call load each shift.
- Coordinated with various company teams to offer and implement successful solutions to customer problems.
- Recommended potential products or services after analyzing customer needs.
- Documented customer correspondence in CRM to track requests, problems and solutions.
- Surpassed quality target by working through scripted response plans and applying personal knowledge base to resolve concerns.
- Promoted product offerings to drive growth and exceed benchmarks.
- Kept customer and system account information accurate and current to support timely resolutions for concerns.

Customer Service Specialist, 04/2014 - 03/2015

Duke Energy – City, STATE

- Resolved customer inquiries, questions and concerns to consistently offer quality service and meet performance benchmarks.
- Assisted customers with making payments or establishing payment plans to bring accounts current.
- Documented customer correspondence in CRM to track requests, problems and solutions.
- Helped customers open accounts, make deposits, update information and carry out range of routine actions.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Upheld quality control policies and procedures to increase customer satisfaction.
- Trained new hires on products and services, best practices and protocols to reduce process gaps.
- Improved customer service wait times to mitigate complaints.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Set up and activated customer accounts.
- Educated customers on special pricing opportunities and company offerings.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Made outbound calls to obtain account information.
- Answered inbound calls, chats and emails to facilitate customer service.
- Used proven techniques to de-escalate angry customers during telephone interactions.

EDUCATION AND TRAINING

High School Diploma: 06/2007

Garinger High School - Charlotte, NC

Strayer University - Charlotte