

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Knowledgeable and dedicated customer service professional with extensive experience in the customer service industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Seeking an entry-level position with a reputable company, where I will be able to utilize my experience and skills to build a rewarding career.

SKILLS

- High-volume call centers
- Performance metrics
- Typing 40 wpm
- Customer service
- Documentation and reporting
- Product knowledge
- Microsoft Office
- Payment processing
- Staff education and training
- Professional telephone demeanor
- Complaint resolution

EDUCATION

Greer High School
Greer, SC
High School Diploma

WORK HISTORY

Chefs Warehouse - Banking Specialist I

Springfield, MO • 11/2020 - 02/2021

- Opened new accounts and made changes to existing accounts.
- Presented products and services to customers using in-depth knowledge to answer questions.
- Investigated and resolved account issues by offering applicable options to customers.
- Responded to customer concerns and questions on daily basis.
- Produced and mailed monthly statements to customers and assisted with related requests for information and clarification.
- Used data entry skills to accurately document and input statements.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Responded to customer requests for products, services and company information.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Answered constant flow of customer calls with up to **100's of** calls in queue per minute.
- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Recommended **banking products** to customers, thoroughly explaining details.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Consulted with outside parties to resolve discrepancies and create effective solutions.

Truist Financial Corporation - 800 Inbound Customer Service Rep

Damascus, VA • 11/2006 - 02/2009

- Answered an average of 50+ calls per day addressing customer inquiries, solving problems and providing service and new product information.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Asked open-ended questions to assess customer needs.
- Routinely answered customer questions regarding merchandise and pricing.
- Performed tier one troubleshooting to resolve technical issues.
- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Developed a reputation as an efficient service provider with high levels of accuracy and dedication to excellent customer service.

Liberty Uniform Manufacturing Co - Receptionist/Customer Service Representative

City, STATE • 07/2005 - 11/2006

- Provided primary customer support to internal and external customers in fast-paced environment.
- Answered constant flow of customer calls promptly to avoid on hold wait times.
- Entered and checked orders for customers.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Provided information to customers regarding Liberty's credit and loyalty program and helped to open and activate new accounts.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Communicated with vendors regarding back order availability, future inventory and special orders.

Teletech Holdings - Customer Service Coach

City, STATE • 08/2002 - 10/2004

- Answered one hour of calls per shift, all emails and faxes for my team daily, addressing customer inquiries, solving problems and providing product information.
- Followed-through on all critical inter-departmental escalations to increase customer retention rates.
- Educated representatives about billing, payment processing and support policies and procedures.
- Followed up with customers about resolved issues and to maintain high standards of customer service.
- Implemented and developed customer service training processes.
- Delivered excellent customer service, resulting in consistent customer satisfaction rating.
- Trained staff on operating procedures and company service changes and updates.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.