


CURRICULUM VITAE

Abigail Thompson

24 Crescent Grove, Manchester, England

 +44 7123 456 789

 abigail.thompson@email.com

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

Professional Summary

Empathetic and results-driven **Customer Service Representative** with 5+ years of experience delivering exceptional customer support in high-volume environments. Skilled in managing multi-channel communications, resolving complaints, and ensuring high customer satisfaction through timely and professional service. Proficient in CRM systems, order processing, and conflict resolution. Adept at working independently or within a team to meet organizational goals.

Key Skills

- Customer Relationship Management (CRM – Salesforce, Zendesk)
- Conflict Resolution & Complaint Handling
- Order Processing & Documentation
- Verbal & Written Communication
- Empathy & Active Listening
- Time Management & Organization
- Multichannel Support (Phone, Email, Chat)

- Microsoft Office Suite & Google Workspace
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Professional Experience

Senior Customer Service Representative

BrightCall Solutions, Manchester, UK

Jan 2021 – Present

- Managed over 80+ customer interactions daily across phone, email, and live chat platforms.
- Achieved a 95%+ customer satisfaction score consistently for 3 consecutive years.
- Trained and mentored 3 new hires, improving onboarding efficiency by 30%.
- Implemented follow-up strategies that reduced unresolved ticket backlog by 40%.

Customer Service Executive

EcoWare Ltd, Leeds, UK

May 2018 – Dec 2020

- Processed and fulfilled online and in-person orders with 100% accuracy.
 - Handled product returns and complaints, reducing customer churn by 18%.
 - Maintained accurate customer interaction records using Zendesk.
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Education

Bachelor of Engineering (B.Eng.)

University of Birmingham, UK

Graduated: 2017

Certifications

- Certificate in Customer Service Excellence – Institute of Customer Service, UK
 - CRM Training: Salesforce Essentials
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Professional References

Available on request.

Additional Information

- Willing to relocate to Cheshire Town.
 - Available to start immediately.
 - Application Deadline Awareness: 29-06-2025
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