

Jared Whitman

Customer Service Representative

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Summary

Friendly and detail-oriented customer service professional with 8+ years of experience handling inquiries, resolving complaints, and improving customer satisfaction. Dedicated to providing exceptional service and enhancing brand loyalty. Seeking to join ClearConnect Solutions to contribute to a positive customer experience. In previous roles, achieved a 95% customer satisfaction rating and improved issue resolution efficiency by 30%.

Experience

Customer Service Lead

Brightway Retail, Chicago, IL

March 2021–Present

Key Qualifications & Responsibilities:

- Supervised a team of 10+ customer service representatives, ensuring quality support.
- Managed customer inquiries through phone, email, and chat, averaging 150+ interactions weekly.
- Trained new team members on CRM software and customer engagement best practices.

Key Achievement:

- Developed a streamlined ticketing process that reduced response time by 25%.

Customer Service Representative

NovaTech Solutions, Chicago, IL

June 2017–February 2021

Key Qualifications & Responsibilities:

- Assisted customers with account setup, troubleshooting, and product inquiries.
- Maintained detailed records of customer interactions in Salesforce.
- Processed refunds, exchanges, and warranty claims efficiently.

Key Achievement:

- Consistently maintained a 90%+ customer satisfaction score based on feedback surveys.

Education**Bachelor of Arts in Communication**

University of Illinois, Chicago

August 2013–May 2017

Skills

- Zendesk & Salesforce
- Conflict resolution
- Multitasking & time management
- Customer relationship management
- Active listening & empathy
- Data entry & reporting

Certifications

- Certified Customer Service Professional (CCSP), Customer Service Institute, 2018

Languages

- English—Native
- Spanish—Intermediate