

Elena Rossi

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Summary

Highly accomplished and customer-centric Support Specialist with 4+ years of experience in the SaaS industry, focused on technical troubleshooting and driving high customer satisfaction. Proven expertise in multi-channel support and deep proficiency with the **Zendesk** platform. Adept at rapid problem resolution and conflict **de-escalation**.

Experience

Senior Customer Success Specialist

May 2021 – Present

ScaleUp SaaS, London, UK

- Managed Tier 1 and Tier 2 technical support for B2B clients, utilizing **Zendesk** to handle an average of 60 tickets per day across email and live chat.
- Maintained a consistent **CSAT score of 96%** through proactive follow-up and empathetic communication.
- Led weekly training sessions for new hires on effective de-escalation techniques and product integration issues.
- Authored and maintained 50+ internal and external knowledge base articles, reducing repeat ticket volume by 15%.

Customer Service Associate

August 2019 – May 2021

Global Tech Retail, Manchester, UK

- Provided high-volume phone support for hardware and software products.

Key Skills

Support Systems: **Zendesk (Expert)**, Salesforce Service Cloud, JIRA, Intercom, Live Chat

Competencies: De-escalation, Technical Troubleshooting, Problem Diagnosis, Written Communication, Customer Retention

Technical: API documentation reading, basic SQL query understanding

Education

B.A. Communications (2:1 Hons)

University of Manchester