

TIMOTHY DUNCAN

STRENGTHS

⚡ **Process Optimization**
Implemented a new workflow process that increased team efficiency by 30%.

🏆 **Conflict Resolution**
Successfully defused over 100 escalated customer complaints, maintaining client relationships.

☆ **Multitasking**
Managed high-volume calls, email enquiries and technical support cases concurrently while doubling customer satisfaction scores.

SKILLS

stakeholder management ·
excellent phone manner ·
customer service · Excel · Word ·
attention to detail · CRM software ·
multi-tasking

CERTIFICATION

Certified Customer Service Professional

Completed the CCSM™
Certification from The Customer Service Institute of America.

Advanced Excel Training

Certificate of Completion from LinkedIn Learning to boost efficiency and productivity.

INTERESTS

☆ **Digital Payment Tech**
Keen interest in the advancement of Fintech and its impact on customer experience.

Senior Customer Service Agent | Process Optimization | Client Satisfaction

✉ Email 🔗 linkedin.com 📍 Jacksonville, Florida

SUMMARY

Enthusiastic and committed professional with over 10 years of experience in the Fintech industry. Adept at managing high volume inquiries, resolving complex issues and boosting customer satisfaction. Recognized for excellence in team management and process optimization.

EXPERIENCE

Senior Customer Service Agent 2015 - 2021
[Square, Inc.](#) Jacksonville, Florida

Managed customer accounts, delivered technical support and resolved customer complaints.

- Led a team of 10 providing customer service to over 3000 active accounts, assisting with troubleshooting and technical queries.
- Decreased customer service response times by 25% using process optimization skills
- Conducted 15+ customer call-backs per day enhancing customer retention by 30%
- Developed a new training process, thus reducing on-boarding time by 30%

Customer Service Representative 2012 - 2015
[Intuit, Inc.](#) Jacksonville, Florida

Delivered prompt, courteous services to customers via phone, email, and chat.

- Implemented an improved social media strategy resulting in a 20% uplift in customer engagement.
- Aided in developing the company's first comprehensive customer service training program that increased customer satisfaction by 15%
- Addressed and resolved 95% of customer complaints, leading to a 30% decrease in escalated issues.

Billing Support Associate 2010 - 2012
[PayPal](#) Jacksonville, Florida

Handled customer billing issues and provided account support.

- Improved invoice dispute resolution process, reducing resolution time by 40%
- Managed 100+ invoices weekly ensuring no delays in client payments
- Reduced billing errors by 60% through a new complaint tracking system.

EDUCATION

Bachelor's Degree in Business Administration 2006 - 2010
[University of Florida](#) Gainesville, Florida

Master's Degree in Marketing 2011 - 2013
[Florida State University](#) Tallahassee, Florida

LANGUAGES

English Native ●●●●●

INTERESTS

☆ Mentoring

Passionate about personal growth and professional improvement, often volunteer in local youth mentoring programs.