

Aliya Jackson

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A Senior Customer Service Professional with 10+ years of experience specializing in continuous improvement, client relations, and cross-functional leadership. A proven track record of building strong client relationships and identifying opportunities to enhance the customer experience and improve satisfaction ratings.

Key Skills

- Customer Service
- ◆ Call Center Operations
- Customer Success
- Process Improvement
- Team Leadership

Professional Experience

Customer Service Manager

Roland Financial, New York, NY | August 2017 - Present

- Interface effectively with a diverse customer base, utilize de-escalation techniques, communicate with patience and understanding, and propose ideal solutions for customer issues, resulting in a 20% reduction in cancellation rates
- Identify opportunities to improve the customer experience, deliver training to new hires on service standards, and achieve customer satisfaction scores of 91%-98%
- Serve as the escalation point for 5-10 major customer issues per week

Customer Service Representative

Alliance Insurance, New York, NY | May 2013 - August 2017

- Managed inquiries, calls, and complaints from up to 50 customers per day and achieved a top 10% customer service ranking out of 400+ representatives
- Trained 15+ call center employees on conflict resolution, active listening, de-escalation, and consultative sales techniques

Education

Bachelor of Science (B.S.) Marketing

University of Syracuse, New York, NY | September 2009 - May 2013