

XXXXXXX

Address / Street Name

Phone: 0XXXXXXXXX EMAIL: 14407@coderacademy.com.au

## Education

**CoderAcademy**

**February 2023 - Present**

Education

**Education**

Completed January 2019

Education

## Experience

**Work** | *Company*

**June 2021 – Present**

- Ensuring all customer requests are handled in a timely manner in line with our service level agreement
- Provides empathetic customer service through emails and outbound calls
- Documented communications and any issues for records purposes
- Self-motivated and able to work autonomously in an administrative role.
- Identifying risk events and escalated in line with event management's policy
- Working with internal Quality Control Associates to ensure quality results on end-to-end customer requests

**Work** | *Company*

**August 2017 – June 2021**

- Working in a team to ensure customer satisfactions level are met and maintained weekly
- Dealt with refunds and exchanges for customers
- Assisted coworkers when dealing with difficult customers or situation
- Performed and reported cash counts and pickups as part of supervisor duties

## SKILLS

- Able to work independently and adapt to fast paced and dynamic environment
- Knowledge of TCS BaNCS and opentext
- Proficient with Microsoft Office (Excel, Outlook, Words, PowerPoint)
- Fluent in English and Malay