

# Emily Johnson

*Customer Service Representative*

## Professional Summary

Dedicated customer service professional with 5+ years of experience ensuring customer satisfaction and resolving client issues effectively.

## Work Experience

Customer Service Rep - BrightCall (2020-2024)

Handled inbound calls, resolved complaints, and maintained 95% satisfaction rating.

Support Agent - TeleCore (2018-2020)

Provided support via phone/email and escalated technical issues.

## Education

Diploma in Business Communication - Yaba College of Technology (2016-2018)

## Skills

Communication, CRM Systems, Problem-solving, Teamwork, Email Support