

# HUMBLE PHILIP

0913536859, 09169828274 | [humblekelsin271977@gmail.com](mailto:humblekelsin271977@gmail.com) [LinkedIn](#)

Driven and client-focused professional with 2+ years of experience in customer service, administrative support, and data management. Adept at resolving inquiries, managing CRM platforms, and maintaining high service standards across remote teams. Skilled in communication, workflow coordination, and ensuring client satisfaction. Committed to delivering excellence and efficiency in every customer interaction.

## EXPERIENCE

Customer Service & IT Support | Freelance / Volunteer Projects | Remote | 2022

- Delivered responsive support via email, chat, and phone, maintaining 98% client satisfaction.
- Managed CRM records, resolved inquiries, and followed up on customer issues promptly.
- Trained team members on service etiquette, communication tools, and workflow tracking.

Data Analyst | FamilySearch (Volunteer) | Remote | 2025

- Conducted data validation, ensuring 100% accuracy in client records.
- Collaborated remotely with international teams using Google Workspace and Zoom.

Sales & Marketing Support | Independent Projects | Remote / Hybrid | 2021 – 2022

- Assisted in client acquisition and retention through proactive communication and follow-ups.
- Documented customer engagement metrics and contributed to service improvement reports.

Missionary Service | The Church of Jesus Christ of Latter-day Saints | Feb 2023 – Feb 2025

- Led and mentored 11+ team members, overseeing planning and communication activities.
- Increased team performance through improved scheduling and accountability systems.

## CORE SKILLS

- Customer Service & Support (Email | Chat | Phone)
- Complaint Resolution & Customer Retention
- CRM Tools – Zendesk | Freshdesk | HubSpot | Salesforce (adaptable)
- Ticketing & Escalation Management
- Data Entry | Reporting | Documentation
- Workflow Optimization | Agile Collaboration | Time Management
- Remote Collaboration (Slack | Trello | Zoom | Google Workspace)
- Professional Communication & Confidentiality

EDUCATION Undergraduate Student (In Progress) – BYU–Pathway Worldwide LANGUAGES

English – Fluent (Professional Speaking & Writing)

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