

Kevin Smith

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Summary

I'm a Customer Service Representative/call center with over 3+ years of experiences in helping customers resolve their issues and improve their overall experience. using softwares such as CRM and MS Office Word, Excel, PowerPoint, Salesforce. Throughout my career, I've developed a strong set of skills that enable me to deliver top-notch support and foster positive relationships with customers.

work experience

Wix.com Ltd / Customer Service Representative

April 2021- present

- responding and Managing a high volume of Customer complaints via calls, email/Chat
- addressing customer inquiries and resolving complaints with a focus on customer satisfaction in any times.
- ability to prioritize work flow and handle multiple claims simultaneously.
- Assist customers with service information, order processing and account management, ensuring timely and accurate responses.
- using CRM software to track and follow up on customer cases.
- work with software such as CRM and MS Office Word, Excel, PowerPoint, Salesforce.
- always Maintain high customer satisfaction ratings through attentive and personalized service. being able to work independently with little direction and multi-task and pay attention to detail.
- being aware of latest communication skills to solve customer problems and control their anger.
- being able with the team to increase efficiency by 17% and decrease in customer complaints which affected the revenue growth by 4%.
- ability to adapt to changing workload and control stressful situations and under busy time
- having experience working in a call center environment as well.
- Always uses data and insights to maximize customer success and customer relationships.

Skills

having experience with CRM systems, MS Office , Word, Excel, PowerPoint and AI tools.

- having ability to listen and understand customer concerns and provide appropriate solutions.
- having strong problem-solving abilities.
- having customer-centric mindset and passionate about helping customers solve their problems.
- ability to multitask and work in a fast-paced, dynamic environment.
- strong telephone skills and written skills for email/chat.
- Proficient in three languages, all at the native level.
- having ability to lead, mentor and motivate the team to achieve performance goals.
- having ability to remain calm especially when dealing with difficult customers.
- strong analytical skills with data interpretation capability.
- always guides customers through the boarding process and ensures a smooth and positive experience.
- ability to work independently without constant supervision.
- always analyze and evaluate customer experience to identify trends and opportunities for improvement.

Education

bachelor's degree in psychology

2017-2021

in Ege University Izmir