



STELLA WALKER

Everett, WA 98203 555-555-5555 example@example.com

PROFESSIONAL SUMMARY

Dedicated professional with demonstrated skills in customer service, time management and trend tracking. Experience working in challenging environments to provide customer-focused resolutions and feedback. Willing to take on any task to support team and help the business succeed.

SKILLS

- Positive and professional
- Reliability
- Client advocacy
- Conflict resolution
- Critical thinking
- Issue troubleshooting

EXPERIENCE

- May 2019 - Current
Lead Customer Service Agent
Alaska Airlines | Seattle, WA
- Met face-to-face with customers to handle issues escalated by associates.
 - Followed up with customers to share findings and offer solutions for ongoing inquiries.
 - Avoided revenue losses with diligent attention to customers' needs and complaints.
- June 2018 - May 2019
Customer Support Associate
Everett Transit | Everett, WA
- Followed up with customers to offer additional support and check resolution satisfaction.
 - Handled customer inquiries, payments and service requests.
 - Developed process improvements to enhance overall delivery of service.
- April 2017 - June 2018
Customer Experience Specialist
BestBuy | Everett, WA
- Assisted customers with billing issues, using self-service tools and troubleshooting service concerns.
 - Met client needs by handling telephone, email and chat requests with professionalism.
- February 2016 - February 2017
Customer Service Associate
Kohls | Seattle, WA
- Drove sales by identifying customer needs and making product referrals.
 - Approved or denied coverage claims based on submitted information.

EDUCATION

- May 2017
- Bachelor of Arts - Communication
University of Washington, Seattle, WA