

Ana Rivera

Customer Service Representative

ana.r@example.com | (555) 012-3456 | Orlando, FL

Summary

Friendly and patient customer service rep with 3 years in BPO and live chat support. Maintained 98% customer satisfaction across 10,000+ tickets.

Skills

Zendesk, Salesforce, Conflict Resolution, Billing & Returns, Typing (75 WPM)

Education

Associate Degree in Communication, Valencia College, 2021

Experience

- Customer Support Agent, VoxTel - 2022-2025
- Resolved 50+ daily inquiries, Employee of the Month 4x