Jordan Hodge

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**Objective**

Obtain a customer service position where I can maximize my people oriented experience, communication skills and problem solving abilities that will meet customers’ expectations as well as achieve the corporate goals.

**Education**

Georgia Southern University - Statesboro, GA August 2013 – currently pursuing BA in Management

Lanier High School – Sugar Hill, GA Graduated May, 2013

**Work Experience**

BioLab - Technical Solutions SpecialistSummers Internships: 2014 and 2015

* Responded to telephone inquiries and provided problem resolution
* Demonstrated quality service to customer inquiries about pool, spa and household chemicals.
* Documented the call specifics into the Customer Relationship Management (CRM) system so that matters could be tracked and addressed by management and technical services.
* Completed customer service training to enhance customer satisfaction

**Key Skills and Qualifications**

* Effective communication skills that will convey clear and concise message to customers.
* Commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
* Listen attentively to customers to ensure a positive customer experience.
* Ability to use diplomacy under stressful situations to achieve an ultimate outcome.
* Willingness to learn about new products and services so that I can be a better steward of the organization
* Proficient in Word, Excel, PowerPoint and Social Media
* Languages – Conversant in Spanish