

JESSICA CLAIRE

Seattle, WA 98104

555-555-5555 - example@example.com

PROFESSIONAL SUMMARY

Dedicated Customer Service professional with seven years of experience. Solid team player with a positive demeanor and proven skills in establishing rapport with clients. Committed to maintaining professional relationships to increase profitability and drive business results.

SKILLS

- Complaint resolution
- Technical support
- Retention
- Sales knowledge
- Multi-line phone talent
- Communication
- Problem-solving
- Salesforce CRM

WORK HISTORY

03/2019 to Current

Customer Service Representative

Verizon

- Answer an average of 30 calls and emails each day, addressing customer inquiries, solving problems and providing product information.
- Adhere to company policies and scripts to consistently achieve call-time and quality standards.
- Scored in the top 5% of employees for achieving the lowest cancellation rates.

07/2016 to 02/2019

Call Center Representative

ABS Supplies

- Consistently maintained 95% customer service satisfaction ratings through quality control.
- Resolved concerns with products or services to help with retention and drive sales.
- Calculated correct order totals, updated accounts and maintained detailed records for inventory management.

09/2014 to 06/2016

Sales Associate

Nike Factory Outlet

- Assisted up to 50 customers daily with questions regarding sizing, accessories and proper care for merchandise.
- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.
- Prepared merchandise for sales floor by pricing or tagging.

EDUCATION

05/2021

Associate of Arts: Business

Seattle Central College - Seattle, WA