

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Customer Service Representative - Tech Solutions Co / Location

Mar. 2021–Present

- Provided training and support for over 100 new customer service representatives
- Responded to customer inquiries in-person and via phone and email
- Resolved customer complaints and technical problems professionally and directed the complicated issues to the responsible department
- Updated the database with accurate customer information and detailed history
- Tracked and evaluated customer service metrics to offer improvement recommendations

Customer Service Intern - Tech Solutions Co/ Location

2020–Feb 2021

- Assisted customer service agents with handling clients
- Helped in data entry work and accounts recording on the database
- Learned and applied company policies and procedures
- Took part in customer service development programs
- Processed customer orders and provided guidance for returns and exchanges

Project Experience

- Delivered technical training for new customer service agents and responded to their inquiries about the company's system
- Created a simple, up-to-date manual for new agents to use as a reference when needed
- Managed the technical reports delivered to the R&D department and assisted the manager in reviewing and simplifying them

Education

B.Sc. in Arts in Spanish - Arizona State University

2016–2020

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Customer service
- Presentation
- Active listening
- Problem-solving
- Budgeting and financial management

Licenses & Accreditations

Licenses Licenses & Accreditations

- Accredited Financial Counselor, AFCPE, 2022