

# Customer Service Representative

(555) 010-0000 · you@example.com · City, ST · linkedin.com/in/your-name

## Summary

Customer service representative with four years supporting omnichannel queues across phone, email, and live chat, sustaining a 94% CSAT while resolving the majority of contacts on first touch in Zendesk.

## Experience

**Customer Service Representative, Northgate Consumer Services** 2022 – Present  
*City, ST*

- Resolved an average of 62 customer contacts daily across phone, email, and live chat while holding a 94% CSAT rating.
- Achieved an 81% first-contact resolution rate, beating the team target of 75% for seven consecutive quarters.
- Documented every interaction in Zendesk with full tagging accuracy, keeping audit compliance at 100% during quality reviews.
- De-escalated roughly 15 at-risk accounts each month, retaining customers worth a combined \$9,000 in monthly recurring revenue.
- Cut personal average handle time from 7.4 to 5.9 minutes by building a library of 30 vetted response macros.
- Mentored four new hires through a three-week ramp, shortening their time-to-proficiency by an estimated nine days.
- Flagged a recurring billing defect through 40 tagged tickets, prompting a fix that removed 200 monthly complaints.

**Support Associate, Brightway Retail Group** 2020 – 2022  
*City, ST*

- Fielded 50 to 70 inbound calls per shift on order status, returns, and warranty questions with a 91% satisfaction score.
- Processed an average of 35 refunds and exchanges daily while keeping data-entry errors below 0.5%.
- Maintained a personal answer rate above 96%, contributing to the queue staying under a 90-second service level.
- Wrote 12 internal how-to articles that the team reused to answer common shipping questions faster.
- Earned the quarterly Voice of the Customer award twice for the highest verbatim praise on post-call surveys.
- Covered weekend escalation duty for six months, handling supervisor callbacks without any complaint reopened.

## Education

**Associate of Arts in Communication** 2018 – 2020  
*Community College — City, ST*

## Skills

CSAT and survey management · First-contact resolution · Zendesk ticketing · Salesforce Service Cloud · Live chat support · Active listening · De-escalation · Average handle time control · Order and returns processing · Knowledge base writing · Bilingual communication · Quality assurance scoring