



# JACKSON TURNER

## Account Service Representative

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### PROFESSIONAL SUMMARY

Customer-focused Account Service Representative with 5 years of experience in managing client accounts and resolving issues efficiently. Known for enhancing customer satisfaction through proactive communication and problem-solving. Eager to apply my skills to drive service excellence and build lasting client relationships.

### WORK EXPERIENCE

#### Account Service Representative

📅 Apr / 2021-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Acted as the primary contact for multiple client accounts, ensuring effective communication and issue resolution.
2. Built and maintained strong relationships with clients, enhancing overall customer satisfaction.
3. Managed account tracking and compliance, ensuring adherence to industry standards.
4. Analyzed reports for accuracy, facilitating timely submissions and informed decision-making.
5. Educated clients on processes and systems, improving their understanding and engagement.
6. Resolved inquiries and account issues promptly, providing thorough follow-up to clients and management.
7. Oversaw billing and collections for accounts, ensuring accuracy and timeliness in payments.

#### Document Processor

📅 Apr / 2020-Apr / 2021

Summit Peak Industries

📍 Denver, CO

1. Interpreted insurance documents for accurate data entry into proprietary systems.
2. Ensured compliance with account specifications, maintaining high standards of policy production.
3. Worked within strict productivity and quality guidelines to meet deadlines efficiently.
4. Reviewed documents for compliance with company formatting standards, ensuring accuracy.
5. Managed high-volume queues effectively, adapting to frequent changes while meeting rigid deadlines.
6. Maintained speed and accuracy in all tasks, contributing to overall team performance.

### EDUCATION

#### Bachelor of Arts in Communication

📅 Apr / 2019-Apr / 2020

University of Texas

📍 Phoenix, AZ

Focused on enhancing communication skills applicable in client relations and service roles.

### SKILLS

#### Customer Issue Resolution



#### Accurate Data Management



#### Proficient In Microsoft Office Suite



#### Familiarity With Windows Operating Systems



#### Follow-up Skills



#### Technical Support



### INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

### STRENGTHS

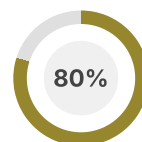
⚖️ Fairness

↔️ Flexibility

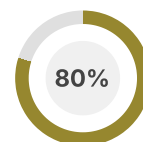
➔ Forward-thinking

❤️ Gratitude

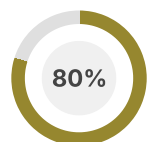
### LANGUAGES



English



German



Dutch

### ACHIEVEMENTS

★ Increased customer satisfaction scores by 15% through effective service strategies.

★ Successfully managed over 50 accounts, ensuring compliance and timely resolution of issues.

★ Streamlined account tracking processes, reducing errors by 20% and improving efficiency.