



JACKSON TURNER

APAC Customer Service

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PROFESSIONAL SUMMARY

A customer service expert with over 5 years of experience in the APAC region, adept at enhancing customer satisfaction and loyalty. Skilled in resolving complex inquiries and delivering tailored solutions to diverse clientele. Committed to fostering strong relationships and driving operational excellence to meet organizational goals while ensuring exceptional service delivery.

WORK EXPERIENCE

APAC Customer Service

Blue Sky Innovations

Jun / 2022-Ongoing

Chicago, IL

- Managed inbound calls for Apple Inc. customers, providing efficient troubleshooting for iPods and iTunes.
- Assessed device eligibility for support options, ensuring customers received appropriate assistance.
- Resolved technical issues related to iPod malfunctions across various operating systems.
- Coordinated repairs for hardware issues, enhancing customer satisfaction.
- Communicated support options clearly to customers, fostering trust and transparency.
- Provided technical assistance for eligible customers, ensuring a seamless support experience.
- Maintained comprehensive knowledge of Apple products to deliver informed customer service.

Apac Customer Service

Cactus Creek Solutions

Jun / 2020-Jun / 2022

Phoenix, AZ

- Facilitated first-call resolution, enhancing customer service efficiency.
- Processed claims for employees on leave, ensuring timely support.
- Responded to customer inquiries, updating information and processing payments.
- Welcomed customers with professionalism, adhering to service protocols.
- Collaborated with teams to ensure prompt resolution of customer issues.
- Proposed solutions to improve productivity and service quality.

EDUCATION

Bachelor of Arts in Communication

University of Sydney

Jun / 2018-Jun / 2020

Portland, OR

Studied communication strategies and customer engagement techniques.

SKILLS

Conflict Resolution



Attention to Detail



Adaptability



Team Collaboration



Customer Focus



INTERESTS

Running Astronomy

Language Learning Martial Arts

STRENGTHS

Gratitude

Planning

Optimism

Perseverance

LANGUAGES



English



German



Polish

ACHIEVEMENTS

Achieved a 95% customer satisfaction rating through effective problem-solving and support.

Streamlined service processes, reducing average response time by 20%.