

OLIVIA SMITH

Business Support Specialist - Customer Service

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PROFESSIONAL SUMMARY

Dedicated Business Support Specialist with 2 years of experience in customer service and operational support. Expertise in resolving client inquiries, optimizing processes, and enhancing customer satisfaction. Committed to delivering high-quality service and fostering effective communication to drive team success in a dynamic environment.

WORK EXPERIENCE

Business Support Specialist - Customer Service

Pineapple Enterprises

📅 Feb / 2024-Ongoing
📍 Santa Monica, CA

- 1. Maintained confidentiality of sensitive information and documents.
- 2. Established empathetic client relationships, consistently exceeding service standards.
- 3. Maintained comprehensive knowledge of product and service updates.
- 4. Investigated and resolved customer inquiries with a focus on satisfaction.
- 5. Followed through on inter-departmental escalations to enhance customer retention.
- 6. Accurately updated customer orders in a timely manner.
- 7. Made strategic decisions to align team efforts with future targets.

Business Support Specialist

Crescent Moon Design

📅 Feb / 2023-Feb / 2024
📍 Portland, OR

- 1. Generated detailed reports analyzing sales results and forecasting trends for multiple clients.
- 2. Collaborated with managers to establish goals and timelines for team projects.
- 3. Supported the onboarding of new clients and resolved CRM issues during the ramp-up phase.
- 4. Identified and addressed process gaps to ensure clean data for analysis.
- 5. Created improved resources for associates utilizing CRM tools.
- 6. Conducted training sessions for new employees on essential job functions.

EDUCATION

Bachelor of Science in Business Administration

University of Phoenix

📅 Feb / 2022-Feb / 2023
📍 Santa Monica, CA

Focused on enhancing operational efficiency and customer service strategies.

SKILLS

Customer Relationship Management



Operational Support



Scheduling



Customer Service



ACHIEVEMENTS

- 🌟 Improved customer satisfaction scores by 15% through effective issue resolution.
- 🌟 Reduced response time to customer inquiries by 20% by streamlining communication processes.
- 🌟 Trained and onboarded 5 new team members, enhancing team efficiency.