



MIA TAYLOR

Customer Support Operator

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PROFESSIONAL SUMMARY

Dedicated Customer Support Operator with 2 years of experience in fast-paced environments. Adept at addressing customer inquiries, resolving issues, and enhancing satisfaction through effective communication. Known for strong problem-solving skills and an ability to manage multiple tasks while maintaining a positive demeanor.

WORK EXPERIENCE

Customer Support Operator 📅 Mar / 2024-Ongoing
Seaside Innovations 📍 Santa Monica, CA

- 1. Provided callers with essential resources, including health, housing, and food assistance.
- 2. Utilized a comprehensive database of over 3,000 resources to resolve caller needs effectively.
- 3. Certified Covered California Educator, assisting clients with health insurance enrollment.
- 4. Conducted outreach at local universities to facilitate health insurance sign-ups.
- 5. Managed high-volume inbound and outbound calls efficiently and professionally.
- 6. Expertly de-escalated situations for callers in distress, ensuring their concerns were addressed.
- 7. Managed scheduling and confirmations for dental appointments efficiently.

Call Operator 📅 Mar / 2023-Mar / 2024
Summit Peak Industries 📍 Denver, CO

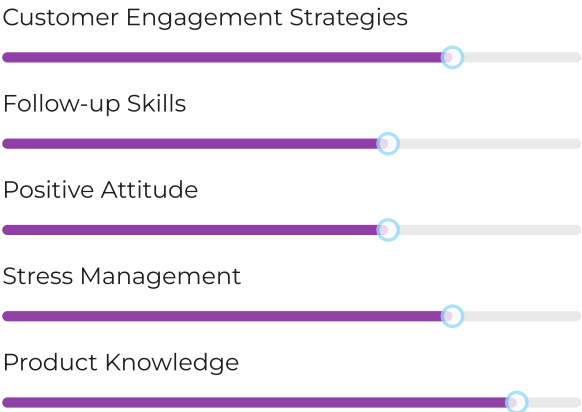
- 1. Handled incoming calls, providing prompt and courteous service.
- 2. Directed calls to appropriate departments or staff using the PBX system.
- 3. Conducted outgoing calls to assist customers and follow up on inquiries.
- 4. Received and delivered guest messages accurately and efficiently.

EDUCATION

Associate of Arts in Communication 📅 Mar / 2022-Mar / 2023
Springfield Community College 📍 Portland, OR

Focused on enhancing communication skills and customer service techniques.

SKILLS



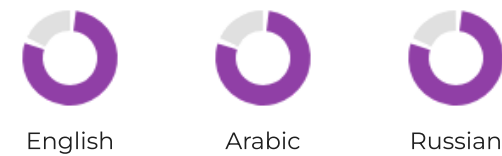
INTERESTS

- 🎨 Art
- 🧘 Volunteering
- 🌲 Hiking
- 🧘 Yoga

STRENGTHS

- 🔍 Criticality
- ☰ Detail-oriented
- 🗨 Diplomacy
- 😊 Enthusiasm

LANGUAGES



ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rating through effective support.
- ★ Reduced average response time to customer inquiries by 30%.