

SOPHIA BROWN

Client Support Associate

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PROFESSIONAL SUMMARY

Dynamic Client Support Associate with 2 years of experience dedicated to enhancing client satisfaction through effective communication and problem-solving. Adept at managing client inquiries, providing timely solutions, and collaborating with technical teams to ensure seamless service delivery. Committed to fostering positive client relationships and supporting organizational goals.

WORK EXPERIENCE

Client Support Associate

Blue Sky Innovations

Apr / 2024-Ongoing
Chicago, IL

- 1. Provided exceptional customer service to resolve inquiries and issues promptly.
- 2. Managed client accounts, ensuring accurate information and timely updates.
- 3. Assisted in tracking and reporting daily metrics to enhance operational efficiency.
- 4. Conducted quality assurance on patient correspondence and monitored mailings.
- 5. Supported standard reporting activities, including monthly and quarterly performance reports.
- 6. Ensured accuracy and quality of reports submitted to management.
- 7. Assisted in onboarding new clients and program implementations, including setup processes.

Client Support Associate

Silver Lake Enterprises

Apr / 2023-Apr / 2024
Seattle, WA

- 1. Provided support in HR recruiting and staffing, training new hires, and processing payroll.
- 2. Utilized software to assist clients with multi-asset trading and financial instruments.
- 3. Fielded troubleshooting requests from clients through multiple communication channels.
- 4. Served as a liaison between clients and operational teams, ensuring smooth service delivery.
- 5. Assisted in the management of the call center operations for improved client communication.
- 6. Streamlined processes during organizational changes to maintain service continuity.

EDUCATION

Bachelor of Arts in Communication

University of Denver

Apr / 2022-Apr / 2023
Seattle, WA

Focused on interpersonal communication and customer engagement strategies.

SKILLS

Client Relationship
Management



Customer Service
Excellence



Customer Service



Communication Skills



ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rating through effective support and problem resolution.
- ★ Reduced average response time to client inquiries by 30% by streamlining communication processes.
- ★ Successfully implemented a new tracking system for client feedback, improving service delivery.