



# NOAH WILLIAMS

## Client Support Specialist

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## SKILLS

Phone Etiquette



Scheduling



Sales Support



Quality Assurance



Reporting Skills



## INTERESTS

📖 Birdwatching 🧳 Traveling

🏀 Sports Coaching 🧶 Knitting

## STRENGTHS

🔗 Pragmatism

🍃 Sensitivity

💖 Sincerity

⚓ Stability

## LANGUAGES



English



Russian



Spanish

## ACHIEVEMENTS

📈 Increased customer satisfaction ratings by 25% through enhanced support processes.

📈 Reduced average response time to client inquiries by 30% via effective workflow management.

## PROFESSIONAL SUMMARY

Client Support Specialist with a decade of experience dedicated to optimizing customer interactions and enhancing satisfaction. Expert in resolving complex client inquiries and streamlining support processes. My commitment to proactive communication and problem-solving fosters strong client relationships, driving loyalty and organizational success.

## WORK EXPERIENCE

### Client Support Specialist/Analyst

📅 Jan / 2019-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Managed a diverse range of customer support activities, including account setup and troubleshooting.
2. Conducted thorough account analyses, focusing on service charges and performance metrics.
3. Resolved complex inquiries and technical issues presented by management.
4. Developed and maintained strong relationships with clients.
5. Provided comprehensive post-implementation support and training to clients.
6. Troubleshoot hardware and software issues related to banking equipment and online services.
7. Ensured compliance with audit requirements during account openings and reconciliations.

### Client Support Specialist

📅 Jan / 2015-Jan / 2019

Lakeside Apparel Co

📍 Chicago, IL

1. Assisted e-commerce clients with order-related inquiries, effectively de-escalating issues.
2. Guided phone agents in resolving customer concerns and enhancing service quality.
3. Utilized critical thinking skills to analyze and address customer problems.
4. Maintained clear communication with clients and internal teams via verbal and written methods.
5. Managed order processing and logistics coordination with warehouse and shipping partners.

## EDUCATION

### Bachelor of Science in Business Administration

📅 Jan / 2012 Jan / 2015

University of California

📍 Seattle, WA

Focused on customer relations and management strategies.