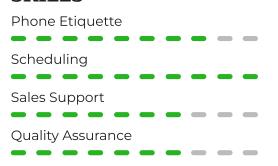


# **NOAH WILLIAMS**

**Client Support Specialist** 

- **(**123) 456 7899
- Los Angeles
- www.qwikresume.com

#### **SKILLS**



## **INTERESTS**

Reporting Skills

- Birdwatching Traveling
- Sports Coaching
- Y Knitting

## **STRENGTHS**









# **LANGUAGES**







English

Russian

Spanish

## **ACHIEVEMENTS**

- 1 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. Troubleshot 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

m Jan / 2015-Jan / 2019

Lakeside Apparel Co

Thicago, 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
- 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 / 2015

University of California

耳 Seattle, WA

Focused on customer relations and management strategies.