



# BENJAMIN LEE

Customer Care Advocate

support@qwikresume.com  
(123) 456 7899  
Los Angeles  
www.qwikresume.com

## PROFESSIONAL SUMMARY

Dedicated Customer Care Advocate with over 5 years of experience in delivering exceptional service and support. Skilled in resolving customer inquiries, managing complaints, and fostering positive relationships. Proficient in CRM software and adept at identifying customer needs to enhance satisfaction. Committed to continuous improvement and team collaboration to drive customer loyalty and retention.

## WORK EXPERIENCE

**Customer Care Advocate**  
Pineapple Enterprises  
Apr / 2024-Ongoing  
Santa Monica, CA

- Provided accurate policy information to facilitate seamless claims processing.
- Ensured timely completion of maintenance requests and escalated issues to technicians.
- Managed a comprehensive database of contracts and processed necessary actions.
- Acted as a liaison between customers and staff to guarantee satisfaction.
- Developed strong relationships with accounts through regular follow-up.
- Achieved all account management visit goals through proactive engagement.
- Led safety training sessions, enhancing team compliance and knowledge.

**Customer Care Advocate**  
Silver Lake Enterprises  
Apr / 2023-Apr / 2024  
Seattle, WA

- Handled over 70 incoming calls daily, addressing customer policy inquiries.
- Received consistent positive feedback, maintaining 100% quality assurance ratings.
- Assisted customers in resolving fraud and credit disputes effectively.
- Answered customer inquiries promptly, ensuring timely responses.
- Resolved escalated issues, building rapport with customers and management.
- Collaborated with team members to improve service delivery and customer satisfaction.

## EDUCATION

**Associate of Arts in Business**  
Springfield Community College  
Apr / 2022-Apr / 2023  
Phoenix, AZ

Focused on business management principles and customer service strategies.

## SKILLS



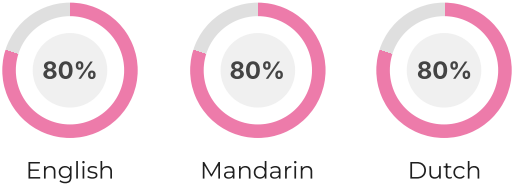
## INTERESTS

- Podcasts  
Language Learning  
Dancing  
Cycling

## STRENGTHS

- Intuition  
Leadership  
Listening  
Mentorship

## LANGUAGES



## ACHIEVEMENTS

- Improved customer satisfaction scores by 15% through personalized follow-ups.
- Resolved over 95% of customer inquiries on first contact, enhancing efficiency.