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PROFESSIONAL SUMMARY

Accomplished Customer Retention Agent with 10 years of expertise in enhancing customer loyalty and reducing churn rates. Demonstrated ability to analyze customer feedback and implement effective retention strategies. Proven track record in fostering strong client relationships and delivering tailored solutions that significantly improve satisfaction and drive business growth.

WORK EXPERIENCE

Customer Retention Agent

Pineapple Enterprises

Apr/2019-Ongoing

耳 Santa Monica, CA

- 1. Managed inbound customer inquiries, maintaining a positive and engaging interaction across various channels.
- 2. Handled initial customer contacts, ensuring accurate information retention while providing a friendly experience.
- 3. Facilitated data entry, assisting customers in selecting plans tailored to their needs.
- 4. Addressed cancellation requests from customers, focusing on retention strategies to reduce churn.
- 5. Prioritized tasks while navigating multiple business applications to enhance operational efficiency.
- 6. Applied knowledge of compliance requirements to ensure adherence during customer interactions.
- 7. Recruited and trained team members to enhance service delivery and build a strong, diverse workforce.

Customer Retention Agent

m Apr/2015-Apr/2019

Silver Lake Enterprises

- **耳** Seattle, WA
- 1. Maintained a 90% customer retention rate by effectively addressing concerns and providing tailored solutions.
- 2. Enhanced customer loyalty through proactive communication, resolving billing inquiries and applying discounts.
- 3. Promoted additional services to customers, contributing to revenue growth while ensuring satisfaction.
- 4. Recognized as a top performer in the Customer Experience department, excelling in retention metrics.
- 5. Supported team leaders by tracking performance data and providing feedback on customer interactions.

EDUCATION

Bachelor of Science in Business Management

Apr / 2012

Apr/ 2015

University of Phoenix

耳 Denver, CO

Focused on management principles and customer service strategies.

SKILLS

Customer Communication

Feedback Analysis

10

Data Interpretation

Issue Resolution

Customer Relationship Management

8

INTERESTS

🖋 Art

Volunteering

🌲 Hiking

🗘 Yoga

STRENGTHS

Q Criticality



Diplomacy



LANGUAGES







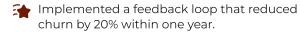
English

French

Italian

ACHIEVEMENTS

Achieved a 15% increase in customer retention through targeted engagement



Recognized for maintaining a 90% satisfaction rate among clients over multiple quarters.