



# MASON WILSON

## Customer Service Administrative Assistant

✉ support@qwikresume.com ☎ (123) 456 7899 📍 Los Angeles 🌐 www.qwikresume.com

### PROFESSIONAL SUMMARY

Dedicated Customer Service Administrative Assistant with 10 years of experience in providing exceptional support, managing inquiries, and enhancing customer satisfaction through effective communication and organizational skills.

### WORK EXPERIENCE

#### Customer Service Administrative Assistant III

📅 Dec / 2017 - Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Managed customer inquiries via phone and email, ensuring prompt and accurate responses.
2. Maintained organized records of customer interactions and transactions for efficient follow-up.
3. Coordinated with various departments to resolve customer issues and enhance service delivery.
4. Developed and implemented filing systems to improve data retrieval and management.
5. Assisted in the preparation of reports and documentation for management review.
6. Trained new staff on customer service protocols and administrative procedures.
7. Monitored customer feedback and suggested improvements to enhance service quality.

#### Customer Service Administrative Assistant

📅 Dec / 2014-Dec / 2017

Silver Lake Enterprises

📍 Seattle, WA

1. Verified customer information and processed orders efficiently to meet service standards.
2. Handled customer complaints and inquiries, providing effective solutions and support.
3. Maintained accurate records of customer interactions and transactions for future reference.
4. Collaborated with team members to ensure seamless service delivery and customer satisfaction.
5. Assisted in the development of training materials for new hires in customer service.

### EDUCATION

#### Associate of Applied Science

📅 Dec / 2011-Dec / 2014

Community College of Philadelphia

📍 Santa Monica, CA

Focused on business administration and customer service principles.

### SKILLS

Office Management



Problem Solving



Data Entry



Time Management



Multi-tasking



### INTERESTS

📖 Art

📖 Volunteering

📖 Hiking

📖 Yoga

### STRENGTHS

🌟 Criticality

🌟 Curiosity

🌟 Detail-oriented

🌟 Diplomacy

### LANGUAGES



English  
80%



Japanese  
80%



Indonesian  
80%

### ACHIEVEMENTS

- 🌟 Improved customer satisfaction ratings by 20% through effective communication and support.
- 🌟 Streamlined administrative processes, reducing response time by 30%.