



SOPHIA BROWN

Customer Service Agent

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

PROFESSIONAL SUMMARY

Accomplished Customer Service Agent with 7 years of experience in delivering top-tier support and effectively resolving customer inquiries. Adept at enhancing satisfaction through proactive communication and tailored solutions. I am passionate about fostering strong client relationships and eager to contribute my expertise to a team dedicated to service excellence.

WORK EXPERIENCE

Customer Service Agent

Pineapple Enterprises

📅 Apr / 2020-Ongoing
📍 Santa Monica, CA

1. Provided exceptional customer service across 10 e-commerce brands via phone and email.
2. Collaborated with internal teams to ensure a seamless customer experience.
3. Processed online payments, returns, and refunds efficiently through various e-commerce platforms.
4. Maintained detailed records of customer interactions for follow-up purposes.
5. Documented and reported issues affecting revenue to technical teams for resolution.
6. Utilized Moxie email, Orchard, Magento, Outlook, and Avaya to enhance service delivery.
7. Delivered technical support for customers experiencing issues with Apple products.

Customer Service Representative

Silver Lake Enterprises

📅 Apr / 2018-Apr / 2020
📍 Seattle, WA

1. Provided customer support through phone, online chat, and email, ensuring effective solutions.
2. Monitored and maintained client websites to ensure operational efficiency.
3. Resolved technical issues for customers with Apple products, ensuring satisfaction.
4. Exhibited professionalism while managing challenging customer interactions.
5. Mentored new employees to improve service quality and team integration.
6. Maintained accurate documentation of customer interactions and service requests.

EDUCATION

Associate of Arts in Business Administration

City College

📅 Apr / 2016 - Apr / 2018
📍 Denver, CO

Focused on developing customer service skills and business management principles.

SKILLS

Customer Service Representation

Fluent In English And Spanish

Hipaa Compliance Knowledge

Microsoft Office Proficiency

Retail Customer Support

Feedback Handling

INTERESTS

🤿 Scuba Diving 🎮 E-sports
📖 Reading Fiction 🧩 Puzzle Solving

STRENGTHS

📋 Stewardship 👥 Teamwork
🔗 Tenacity 📖 Vision

LANGUAGES

English Japanese French

ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction score over 12 months.
- ★ Successfully reduced average response time to customer inquiries by 30%.