



WILLIAM PEREZ

Customer Service Ambassador

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PROFESSIONAL SUMMARY

Passionate about delivering top-tier customer service, I bring 2 years of experience in enhancing client satisfaction and building positive relationships. My strong communication skills and problem-solving abilities enable me to address customer needs effectively. I am dedicated to contributing to a collaborative team environment and improving service quality in fast-paced settings.

WORK EXPERIENCE

Customer Service Ambassador 📅 Mar / 2024-Ongoing
Quantum Solutions LLC 📍 Phoenix, AZ

- 1. Utilized technical knowledge and customer service skills to achieve favorable outcomes for customers and the company.
- 2. Consistently received high ratings for quality of work on the Community Outreach team, maintaining a score of 98.
- 3. Managed customer relationships across 500+ locations, ensuring operational excellence and satisfaction.
- 4. Provided training and mentorship to new associates, enhancing team capabilities.
- 5. Analyzed sales data to support managers during store visits, contributing to strategic decision-making.
- 6. Maintained cash handling procedures with accuracy while ensuring a clean and organized workspace.
- 7. Promoted a calm and welcoming environment, fostering positive customer interactions.

Customer Service Ambassador 📅 Mar / 2023-Mar / 2024
Lakeside Apparel Co 📍 Chicago, IL

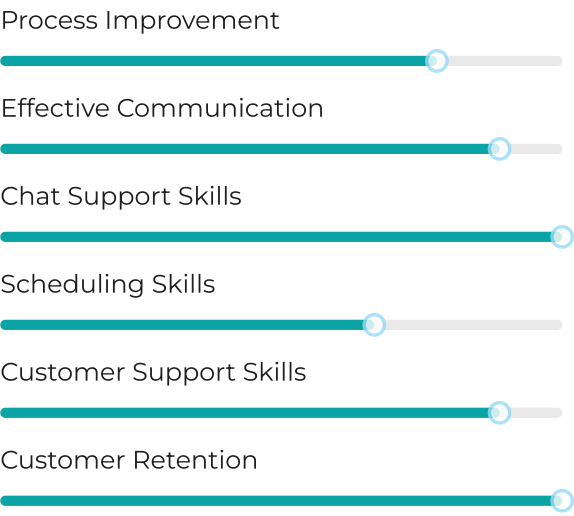
- 1. Delivered exceptional customer service, effectively addressing and resolving grievances.
- 2. Adeptly managed high volumes of inbound and outbound calls, ensuring accurate documentation of service issues.
- 3. Served as a liaison for customer complaints, demonstrating empathy and professionalism.
- 4. Provided support for money management and staff management, contributing to operational efficiency.
- 5. Acted as a Concierge for Mercedes-Benz, fulfilling customer requests and enhancing satisfaction.
- 6. Greeted and directed customers, embodying the company's commitment to service excellence.

EDUCATION

Associate of Arts in Business 📅 Mar / 2022-Mar / 2023
California Community College 📍 Denver, CO

Focused on developing skills in customer relations and business management.

SKILLS



INTERESTS

- ✂ Crafting
- 📺 Technology
- ✈ Travel
- 🧘 Meditation

STRENGTHS

- 🏆 Competitiveness
- 📅 Planning
- 🔭 Vision
- 🚩 Determination

LANGUAGES



ACHIEVEMENTS

- ★ Achieved a customer satisfaction score of 95% through exceptional service delivery.
- ★ Successfully resolved 300+ customer inquiries monthly, enhancing overall service efficiency.
- ★ Trained and mentored new staff, improving team performance and service quality.