



SOPHIA BROWN

Customer Service Coordinator

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

SKILLS

Customer Engagement



Data Management



Conflict Resolution



Data Entry Skills



Attention to Detail



INTERESTS

📖 Birdwatching 🧳 Traveling
🏠 Sports Coaching 🧶 Knitting

STRENGTHS

🔗 Pragmatism 🍃 Sensitivity
❤️ Sincerity ⚓ Stability

LANGUAGES



ACHIEVEMENTS

- ⭐ Increased customer satisfaction scores by 20% through implementation of feedback-driven service improvements.
- ⭐ Reduced average resolution time by 30% by streamlining communication processes and enhancing team collaboration.

PROFESSIONAL SUMMARY

Strategic Customer Service Coordinator with 7 years of experience in optimizing client interactions and enhancing service delivery. Skilled in leading teams to resolve complex issues while fostering strong customer relationships. Committed to utilizing data-driven insights to drive continuous improvement and elevate the overall customer experience.

WORK EXPERIENCE

Customer Service Coordinator

📅 May / 2021-Ongoing
📍 Toronto, ON

Maple Leaf Consulting

1. Served as the primary point of contact for customer inquiries, providing accurate information and resolving issues promptly.
2. Developed and implemented new policies to enhance operational efficiency and customer satisfaction.
3. Engaged with team members to identify training needs and improve service delivery.
4. Monitored service metrics and prepared reports to assess performance and inform strategic initiatives.
5. Facilitated communication between departments to ensure seamless service processes.
6. Provided exceptional support to clients regarding care credit and application processes.
7. Utilized critical thinking to assess and mitigate potential service challenges, ensuring customer loyalty.

Cash Depositor

📅 May / 2018-May / 2021
📍 Portland, OR

Crescent Moon Design

1. Coordinated with sales and production teams to ensure timely order fulfillment and customer satisfaction.
2. Handled customer complaints and inquiries, achieving a resolution rate of over 90% on first contact.
3. Maintained accurate records of customer interactions and transactions, ensuring data integrity.
4. Processed payments and managed billing inquiries effectively, contributing to financial accuracy.
5. Reviewed service reports and conducted follow-up calls to ensure customer satisfaction.
6. Collaborated with cross-functional teams to enhance product offerings based on customer feedback.

EDUCATION

Bachelor of Science in Business Administration

📅 May / 2015 May / 2018
📍 Portland, OR

University of Phoenix

Focused on management principles and customer service strategies.