



# LIAM ANDERSON

Customer Support Advisor

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## PROFESSIONAL SUMMARY

Accomplished Customer Support Advisor with 7 years of diverse experience in delivering exceptional service and resolving customer concerns across various platforms. Proven ability to enhance customer satisfaction through effective communication and problem-solving. Seeking to contribute my expertise in a fast-paced environment focused on customer engagement and support.

## WORK EXPERIENCE

**Customer Support Advisor** 📅 Apr / 2021-Ongoing  
**Maple Leaf Consulting** 📍 Toronto, ON

- 1. Provided comprehensive support to clients, addressing inquiries and resolving issues efficiently.
- 2. Developed and implemented training programs for new hires to enhance team capabilities.
- 3. Monitored service metrics and generated reports to identify areas for improvement.
- 4. Collaborated with cross-functional teams to deliver tailored solutions for clients.
- 5. Maintained up-to-date knowledge of products and services to ensure accurate information delivery.
- 6. Handled escalated issues with professionalism, ensuring customer satisfaction.
- 7. Participated in continuous improvement initiatives to streamline processes.

**Customer Support Advisor** 📅 Apr / 2018-Apr / 2021  
**Crescent Moon Design** 📍 Portland, OR

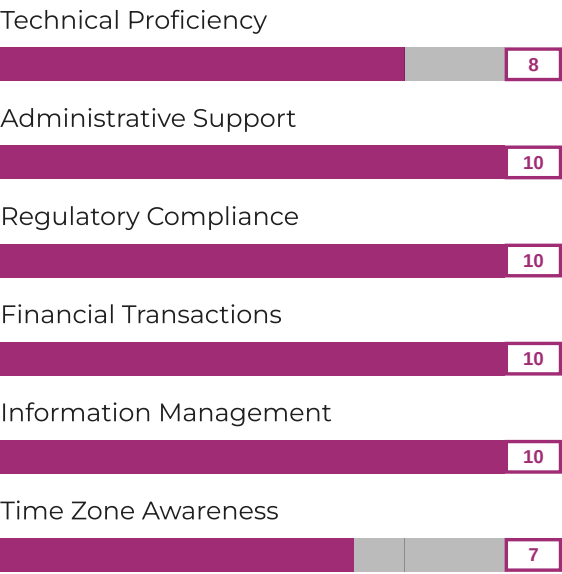
- 1. Managed inbound and outbound calls, providing timely assistance to customers with their inquiries.
- 2. Utilized CRM tools to log and track customer interactions accurately.
- 3. Achieved performance targets by promoting self-service options and online solutions.
- 4. Provided technical support for Apple products, troubleshooting issues effectively.
- 5. Conducted follow-ups on customer issues to ensure resolution and satisfaction.
- 6. Collaborated with the collections team to manage overdue accounts professionally.

## EDUCATION

**Bachelor of Science in Business Administration** 📅 Apr / 2015 - Apr / 2018  
**University of Phoenix** 📍 Phoenix, AZ

Focused on customer relationship management and service excellence.

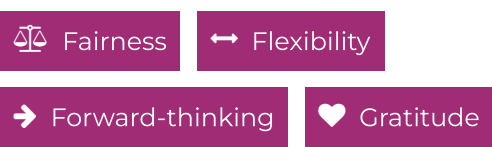
## SKILLS



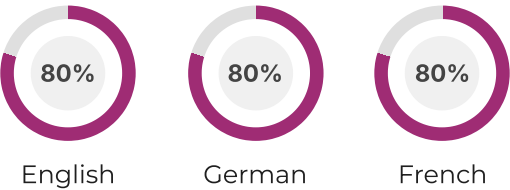
## INTERESTS

- Gaming
- Fashion
- Film
- Technology

## STRENGTHS



## LANGUAGES



## ACHIEVEMENTS

- ★ Increased customer satisfaction ratings by 20% through proactive support initiatives.
- ★ Successfully trained 15 new team members on customer service best practices, enhancing team performance.
- ★ Implemented a feedback system that reduced response times by 30%.