

## **SKILLS** Data Entry

**Customer Retention** 

Service Orientation

Sales Skills

Remote Support

Crm Software





🖈 Surfing

Martial Arts

Community Service

Blogging

# **STRENGTHS**

Patience

Perseverance

Hanning

🌣 Positivity

## **LANGUAGES**





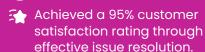


English

Arabic

Russian

## **ACHIEVEMENTS**



Resolved over 150 customer inquiries weekly, ensuring timely support.

# BENJAMIN LEE

### **Customer Support Agent**

Support@qwikresume.com 

(123) 456 7899 

Los Angeles

123) 456 7899 

Los Angeles

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www.qwikresume.com

## PROFESSIONAL SUMMARY

Results-oriented Customer Support Agent with 2 years of experience in delivering high-quality service. Proficient in troubleshooting technical issues and efficiently resolving customer inquiries. Dedicated to enhancing customer experiences and building long-lasting relationships. Excited to apply my skills in a collaborative environment to ensure optimal support for clients.

### **WORK EXPERIENCE**

#### **Customer Support Agent**

# Apr / 2024-Ongoing

#### Seaside Innovations

📮 Santa Monica, CA

- 1. Trained new staff on customer service protocols and company policies to ensure consistency.
- 2. Collected customer information and assessed issues by evaluating and analyzing symptoms.
- 3. Identified trends in customer issues and suggested improvements to management.
- 4. Utilized available resources for thorough research to assist customers effectively.
- 5. Identified and prioritized critical issues according to client specifications.
- 6. Directed complex problems to appropriate resources for resolution.
- 7. Accurately documented and processed call transactions using designated software, offering alternative solutions to retain customer business.

#### **Customer Support Agent**

## Apr / 2023-Apr / 2024

#### Summit Peak Industries

**耳** Denver, CO

- 1. Provided exceptional customer issue resolution at Simple, ensuring satisfaction with every interaction.
- 2. Addressed issues effectively and escalated when necessary to support management.
- 3. Managed customer interactions across various platforms, including phone and chat.
- 4. Conducted basic account maintenance tasks, enhancing customer experience.
- 5. Resolved customer complaints with empathy and professionalism.
- 6. Documented all interactions in accordance with standard operating procedures.

## EDUCATION

### Associate of Arts in Business Administration

Apr / Apr / 2022 2023

Community College of Philadelphia

Toronto, ON

Focused on customer service strategies and business communication.