



BENJAMIN LEE

Customer Support Agent

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

🌐 www.qwikresume.com

💡 SKILLS

Data Entry



Customer Retention



Service Orientation



Sales Skills



Remote Support



Crm Software



🚀 INTERESTS

★ Surfing

🌐 Martial Arts

🏠 Community Service

👥 Blogging

👊 STRENGTHS

⌚ Patience

🏔️ Perseverance

📅 Planning

⚙️ Positivity

🗣️ LANGUAGES



English



Arabic



Russian

🏆 ACHIEVEMENTS

★ Achieved a 95% customer satisfaction rating through effective issue resolution.

★ Resolved over 150 customer inquiries weekly, ensuring timely support.

👤 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

📍 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 / 2022 - Apr / 2023

Community College of Philadelphia

📍 Toronto, ON

Focused on customer service strategies and business communication.