

ETHAN MARTINEZ

Customer Service Representative

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

PROFESSIONAL SUMMARY

Customer service expert with 5 years of experience in providing high-quality support and resolving customer inquiries effectively. Proficient in communication and relationship-building, dedicated to improving customer satisfaction and team collaboration. Ready to utilize my skills to enhance customer experiences and contribute positively to team dynamics.

WORK EXPERIENCE

Customer Service Representative

📅 Apr / 2021-Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Facilitated new hire orientation, ensuring compliance with all documentation standards.
2. Maintained accurate employee records while ensuring confidentiality and data integrity.
3. Organized office supplies and equipment, streamlining operations.
4. Provided instructional support in classrooms, adapting lesson plans as needed.
5. Uphold classroom discipline consistent with established guidelines.
6. Documented student progress and communicated effectively with teachers.
7. Supported administrative tasks to enhance overall office efficiency.

Customer Support Associate

📅 Apr / 2020-Apr / 2021

Summit Peak Industries

📍 Denver, CO

1. Served as a third-party vendor for AT&T, processing customer orders for various services.
2. Managed orders for residential phone, internet, and television services, ensuring accuracy across multiple systems.
3. Maintained a 95% order confirmation rate while minimizing errors to zero.
4. Handled credit card transactions for various customer payments and billing inquiries.
5. Provided detailed guidance on equipment needs and pricing to customers.
6. Processed orders nationwide, ensuring timely completion and customer satisfaction.

EDUCATION

Associate of Arts in Business Administration

📅 Apr / 2019-Apr / 2020

City College

📍 Santa Monica, CA

Studied business principles with a focus on customer service and management.

SKILLS

Multitasking

Positive Attitude

Patience

Empathy

ACHIEVEMENTS

- ★ Achieved a 95% customer satisfaction rating through diligent support and effective communication.
- ★ Reduced response time to customer inquiries by 30% through process improvements.
- ★ Trained and mentored new team members, enhancing team performance and customer service quality.