



EVELYN WHITE

Inbound Customer Service Representative

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PROFESSIONAL SUMMARY

Seasoned inbound customer service representative with a decade of experience in handling diverse customer inquiries and complaints. Proven track record of enhancing customer satisfaction through effective problem-solving and communication. Skilled at managing high call volumes while maintaining a calm demeanor and fostering positive relationships for exceptional service delivery.

WORK EXPERIENCE

Inbound Customer Service Representative Apr / 2019-Ongoing
WidgetWorks Inc. Denver, CO

- Maintained accurate records of customer interactions, ensuring data integrity for follow-up actions.
- Processed payments and billing inquiries while providing clear information on charges.
- Collaborated with internal teams to resolve complex customer issues effectively.
- Handled service and billing complaints, facilitating exchanges, refunds, and adjustments as necessary.
- Analyzed customer feedback to identify trends and implement service improvements.
- Executed administrative tasks, including contract forms and address changes, using CRM software.
- Ensured compliance with company policies and procedures during interactions.

Inbound Customer Service Representative Apr / 2015-Apr / 2019
Lakeside Apparel Co Chicago, IL

- Managed high volumes of inbound customer calls efficiently and professionally.
- Resolved product-related complaints with empathy, enhancing customer loyalty.
- Gathered and verified customer information for accurate service delivery.
- De-escalated challenging situations, ensuring customer satisfaction.
- Documented service issues thoroughly for future reference and analysis.
- Prepared detailed reports for management to identify service gaps and opportunities.

EDUCATION

Associate of Arts in Business Administration Apr / 2012 - Apr / 2015
City College Seattle, WA

Focused on developing essential business communication and management skills.

SKILLS



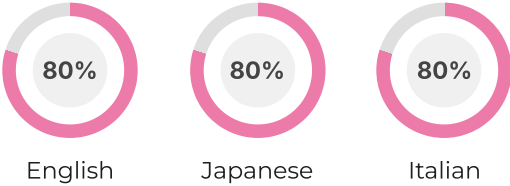
INTERESTS

- Podcasts Language Learning
Dancing Cycling

STRENGTHS

- Intuition Leadership
Listening Mentorship

LANGUAGES



ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating through effective issue resolution.
- Reduced average call handling time by 20% while maintaining service quality.