

EMMA JOHNSON

Merchant Services Representative

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PROFESSIONAL SUMMARY

Results-driven Merchant Services Representative with 5 years of experience in providing exceptional customer service and support. Proven ability to manage merchant accounts, resolve issues, and enhance client satisfaction in a fast-paced environment.

WORK EXPERIENCE

Merchant Services Representative

📅 Jan / 2021-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Trained merchants on platforms like PreSolutions, FCMS, and EPAY, enhancing their operational efficiency.
2. Managed high volumes of inbound calls, providing timely support in a fast-paced call center environment.
3. Assisted merchants with requests for pin numbers, voids, and troubleshooting of VeriFone and Omni terminals.
4. Resolved merchant inquiries and issues efficiently, ensuring high levels of customer satisfaction.
5. Collaborated with team members to maintain a positive and productive work environment.
6. Utilized various call center applications to streamline merchant support processes.
7. Coordinated with IT to escalate and resolve technical issues promptly.

Merchant Services Representative

📅 Jan / 2020-Jan / 2021

Lakeside Apparel Co

📍 Chicago, IL

1. Educated merchants on credit card processing, simplifying complex concepts for better understanding.
2. Focused on retail business needs, ensuring tailored solutions for each merchant.
3. Employed active listening and problem-solving skills to address client concerns effectively.
4. Managed accounts for both English and French-speaking clients, enhancing service accessibility.
5. Recognized as a Top Performer, receiving significant bonuses and positive client feedback.
6. Ensured compliance with bank requirements for credit card processing, equipping clients with necessary tools.
7. Oversaw cash transactions up to \$50K, adhering to corporate standards for accuracy and security.

EDUCATION

Bachelor of Business Administration

📅 Jan / 2019-Jan / 2020

University of Phoenix

📍 Phoenix, AZ

Focused on business management and customer service strategies.

SKILLS

Client Training

Issue Resolution

Payment Processing

Merchant Account Management

ACHIEVEMENTS

- 🌟 Increased merchant satisfaction scores by 30% through effective issue resolution.
- 🌟 Successfully trained over 200 merchants on payment processing systems, enhancing their operational efficiency.
- 🌟 Achieved a 95% first-call resolution rate, significantly reducing follow-up inquiries.