



ETHAN MARTINEZ

Senior Customer Service Representative

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PROFESSIONAL SUMMARY

Customer-focused Senior Customer Service Representative with 7 years of experience in resolving complex issues and enhancing client satisfaction. Proven ability to lead teams and implement effective solutions that drive operational efficiency. Passionate about building strong relationships and leveraging technology to optimize service delivery and exceed customer expectations.

WORK EXPERIENCE

Senior Customer Service Representative Mar / 2021-Ongoing
Maple Leaf Consulting Toronto, ON

- Secured and entered customer orders swiftly and accurately via phone, email, or fax, ensuring high levels of service.
- Quoted pricing and delivery timelines in response to customer inquiries, following up on quotes promptly.
- Proactively monitored and renewed quantity contracts, enhancing customer satisfaction.
- Expedited existing orders based on customer and sales inquiries, ensuring timely delivery.
- Delivered superior customer experiences by empathizing with concerns and resolving issues effectively.
- Negotiated customer credit requests and issued return authorizations, balancing customer needs with company policies.
- Continuously improved sales skills and product knowledge to enhance customer interactions.

Senior Customer Service Representative - Lead Mar / 2018 - Mar / 2021
Summit Peak Industries Denver, CO

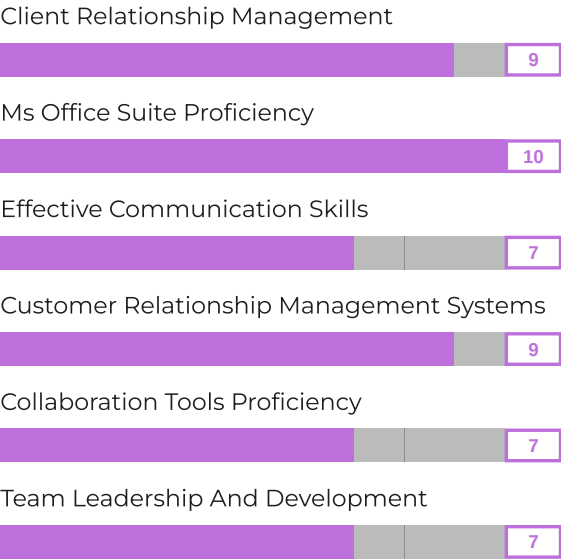
- Handled daily customer inquiries by providing solutions, product information, and support with empathy.
- Engaged with vendors regarding inventory availability and special orders, ensuring customer needs were met.
- Recommended alternative products to customers, demonstrating flexibility in sourcing out-of-stock items.
- Collaborated effectively with sales, marketing, and administrative teams to enhance overall service delivery.
- Earned management trust through responsible keyholder duties, ensuring store security and operations.
- Investigated and resolved customer complaints promptly, maintaining high service standards.

EDUCATION

Bachelor of Arts in Business Administration Mar / 2015 - Mar / 2018
University of California Portland, OR

Focused on customer service strategies and business communications.

SKILLS



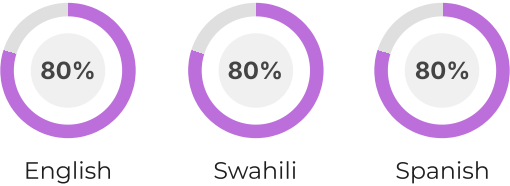
INTERESTS

- Podcasts Language Learning
Dancing Cycling

STRENGTHS

- Intuition Leadership
Listening Mentorship

LANGUAGES



ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating through effective problem resolution.
- Reduced average response time to customer inquiries by 30% through streamlined processes.