LIAM ANDERSON

Service Center Representative

www.qwikresume.com



PROFESSIONAL SUMMARY

Dedicated Service Center Representative with over two years of experience in customer service and complaint resolution. Proven ability to engage with clients effectively, ensuring their needs are met while fostering a positive service environment. Committed to enhancing operational efficiency and delivering exceptional service that drives customer satisfaction.

WORK EXPERIENCE

Service Center Representative

Apr/2024-Ongoing

Pineapple Enterprises

📮 Santa Monica, CA

- 1. Processed and issued various forms related to customer transactions, ensuring compliance with service center standards.
- 2. Reviewed documentation for accuracy, facilitating smooth customer interactions and transactions.
- 3. Provided clear and precise information to customers regarding policies and procedures, effectively resolving complaints.
- 4. Managed daily transaction reports, operating Point of Sale systems, and balancing cash drawers.
- 5. Monitored customer flow, efficiently assigning personnel to optimize service delivery.
- 6. Handled inquiries in a fast-paced environment, conducting thorough research to resolve billing and coding issues.
- 7. Guided agents and business owners through enrollment processes, ensuring clarity on applications and programs.

Service Center Representative

m Apr/2023-Apr/2024

Silver Lake Enterprises

耳 Seattle, WA

- 1. Interacted with customers to clarify their needs and provide tailored solutions.
- 2. Resolved customer inquiries by conducting detailed research and delivering accurate information.
- 3. Addressed issues by implementing effective solutions and escalating complex problems as necessary.
- 4. Processed customer requests efficiently, ensuring timely completion of transactions.
- 5. Identified opportunities to upsell services, enhancing customer experience and increasing revenue.
- 6. Maintained accurate records in the call center database, ensuring data integrity.

EDUCATION

Associate of Applied Science in Business Administration

City College

♣ Phoenix. AZ

Studied core business principles, focusing on customer service and operations management.

SKILLS

Multitasking

Customer Relationship

Call Management

Technical Support

Management

ACHIEVEMENTS



Reduced average response time to customer inquiries by 30% through improved workflow processes.

Successfully handled over 100 customer interactions daily, maintaining high service quality.