



EMMA JOHNSON

Associate Service Representative

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

SKILLS

Persuasion Skills



Interpersonal Skills



Time Zone Awareness



Problem Solving



Data Entry Accuracy



Cultural Sensitivity



INTERESTS

🦋 Birdwatching 🧳 Traveling

🏆 Sports Coaching 🧶 Knitting

STRENGTHS

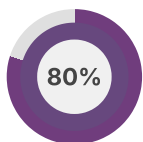
🔗 Pragmatism

🍃 Sensitivity

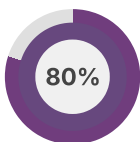
💖 Sincerity

⚓ Stability

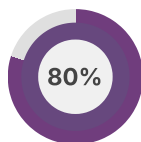
LANGUAGES



English



Polish



Russian

ACHIEVEMENTS

★ Achieved a 95% customer satisfaction rating through effective issue resolution.

★ Streamlined service processes, reducing average response times by 20%.

PROFESSIONAL SUMMARY

Results-oriented Associate Service Representative with 5 years of experience in delivering high-quality customer support. Expertise in resolving issues and building strong client relationships to enhance satisfaction and retention. Passionate about improving service efficiency and contributing to team objectives while seeking continual professional growth.

WORK EXPERIENCE

Associate Service Representative

📅 Apr / 2021-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Facilitated customer inquiries and provided solutions, enhancing overall service quality.
2. Conducted routine inspections of service tools and maintained communication with supervisors for optimal operations.
3. Trained new staff on service protocols and customer interaction techniques.
4. Managed cash transactions and maintained accurate records, ensuring compliance with financial procedures.
5. Collaborated with team members to identify efficiency improvements and implement best practices.
6. Handled customer complaints with professionalism, resulting in positive feedback and repeat business.
7. Executed administrative tasks including filing and responding to emails, supporting overall office operations.

Lead Inbound Problem Solver And Process Guide

📅 Apr / 2020 - Apr / 2021

Silver Lake Enterprises

📍 Seattle, WA

1. Utilized advanced software systems to optimize service delivery and track performance metrics.
2. Developed training materials and conducted workshops to enhance team problem-solving skills.
3. Managed logistics for inbound and outbound services, ensuring timely and accurate processing.
4. Provided expert guidance in resolving complex customer issues, improving service outcomes.
5. Maintained security protocols and monitored facility operations to ensure safety and compliance.
6. Communicated effectively with cross-functional teams to enhance service coordination.

EDUCATION

Associate of Arts in Business Administration

📅 Apr / 2019-Apr / 2020

Springfield Community College

📍 Toronto, ON

Completed coursework in customer service, business communication, and management principles.