AVA DAVIS
Support Associate

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PROFESSIONAL SUMMARY

Compassionate support associate with 2 years of experience in delivering exceptional customer service. Demonstrated ability to resolve inquiries efficiently while fostering positive relationships. Committed to maintaining high standards of service and contributing to a cohesive team environment that prioritizes client satisfaction and operational success.

WORK EXPERIENCE

Support Associate
📅 Mar / 2024-Ongoing
Seaside Innovations
📍 Santa Monica, CA

1. Greeted all patients and visitors warmly, ensuring a positive first impression.
2. Accurately collected and updated patient demographics for billing and record management.
3. Processed co-payments and deductibles efficiently to maintain smooth operations.
4. Answered incoming calls professionally, verifying necessary documentation for appointments.
5. Maintained a clean and organized waiting area, enhancing patient comfort.
6. Facilitated the transfer of medical records upon request to support patient care.
7. Utilized strong communication skills to assist patients effectively and resolve inquiries.

Support Associate
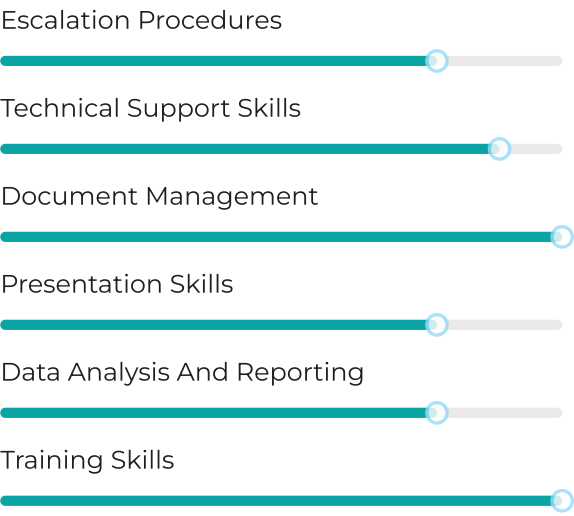📅 Mar / 2023-Mar / 2024
Crescent Moon Design
📍 Portland, OR

1. Managed customer orders by checking status and ensuring timely fulfillment.
2. Coordinated order returns and exchanges, enhancing customer satisfaction.
3. Assisted in training new employees, promoting a collaborative team environment.
4. Maintained store organization by restocking and recovering merchandise.
5. Provided backup cashier support, ensuring smooth transaction processing.
6. Engaged with customers to resolve issues and enhance their shopping experience.

EDUCATION

Associate of Applied Science in Business Administration
📅 Mar / 2022 - Mar / 2023
City College
📍 Santa Monica, CA

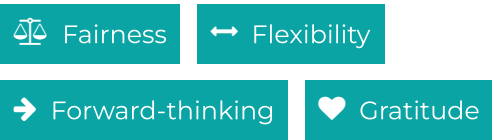Focused on customer service principles and business operations.

SKILLS

Escalation Procedures

Technical Support Skills

Document Management

Presentation Skills

Data Analysis And Reporting

Training Skills

INTERESTS

🎮 Gaming   👜 Fashion
🎞 Film   💻 Technology

STRENGTHS

⚖ Fairness   ↔ Flexibility

→ Forward-thinking   ♥ Gratitude

LANGUAGES

English   Dutch   Mandarin

ACHIEVEMENTS

⭐ Successfully reduced customer wait times by 20% through improved scheduling.

⭐ Achieved a 95% customer satisfaction rating in feedback surveys.

⭐ Trained 5 new staff members on best practices in customer service.