



DAN CLARK

Customer Service Representative 📍 LOS ANGELES, CA 90291, UNITED STATES

○ DETAILS ○

1515 Pacific Ave, Los Angeles, CA
90291, United States
email@example.com

PLACE OF BIRTH

San Antonio

NATIONALITY

American

DRIVING LICENSE

Full

○ LINKS ○

[Instagram](#)

[Facebook](#)

○ SKILLS ○

Time Management
Record Keeping
Client Interaction
Client Relations
Collaboration Tools
CRM Platforms
Call Centre
Typing
Quality Control
Negotiation
Financial Products

○ LANGUAGES ○

English

Spanish

👤 PROFILE

Energetic Customer Service Representative with three years' work tenure in resolving complex customer inquiries. Passionate about building sustainable customer relationships, driving brand loyalty, and increasing customer engagement.

📁 EMPLOYMENT HISTORY

Customer Service Representative at Ding Dong Telecoms, San Francisco

January 2019 – Present

Manage to solve any problems that may arise, by responding to messages within 60 seconds, thereby improving customer service ratings by 25%

- Handle inbound calls from credit card cardholders
- Assist cardholders with account queries, billing issues, payment arrangements, financial planning and service promotions
- Help customers with credit line increases/decrease inquiries, disputes, and account education
- Collaborate with clientele to resolve credit card disputes, written or verbal
- Allocate payments directly into customers' accounts, complying to customer and company specifications
- Maintain and exceed the bank's established quality, compliance, and customer service standards
- Document each customer's account accessed with information provided including the outcome of the call

Live Chat Service Agent at ABC Banking Group, San Antonio

January 2018 – December 2018

Engage with 80 clients per day via the live messaging system and resolve 90% of queries

- Handle inbound message queries from clients via the live chat platform
- Assist subscribers with account queries, billing issues, payments
- Aim to solve any problems that may arise, by responding to messages within 60 seconds
- Answer customer questions promptly and if the queries are more complex, update them with feedback and anticipated waiting time
- Follow set out protocols to they must listen carefully to resolve the issue or answer the question
- Document written chats and also the results categorized as query solved or query escalated to call center department
- Provide real-time support and give clients helpful links to Q&A sites to assist them with their issues
- Offer clients access to company URL's for extra information about new products and services
- Keep track of general patterns when communicating with customers and sharing these with the service department

Financial Customer Service Representative at Blue Moon Debt & Mortgages, San Diego

March 2016 – December 2017

On a monthly basis an average of 25 – 38 customers receive assistance to refinance their credit card debt, due to personal financial problems like layoffs or unforeseen health complications

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EDUCATION

 Ashford University, Los Angeles

March 2016 – March 2018

Degree: BA in Service Management - Mass-Market Retail Enterprise Management

GPA: 3.8

Majors: Sales Management, Retail Administration

Minors: Retail Merchandising, Retail Advertising, Retail Pricing Accounting

Accolades: Top student from 2016 - 2018

 Oakload College, Indianapolis

December 2013

Degree: Certified Client Service Professional (CCSP)

 Chris Jones High School,, Tampa

December 2012

Degree: High School Diploma

Completed with full honors colors in Academics, Sports and Volunteering

COURSES

 Financial Customer Service Representative, Inres College, CA

January 2014

EXTRA-CURRICULAR ACTIVITIES

 Volunteer at Andango Animal Shelter, Los Angeles

August 2015 – Present