

# Dan Clark



## Customer Service Representative

<b>Address</b>	1515 Pacific Ave, Los Angeles, CA 90291, United States	<b>Email</b>	email@example.com
<b>Place of birth</b>	San Antonio	<b>Nationality</b>	American
<b>Driving license</b>	Full	<b>Links</b>	<a href="#">Instagram</a> , <a href="#">Facebook</a>

### 01 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.*

### 02 EMPLOYMENT HISTORY

01/2019 – Present

#### **Customer Service Representative at Ding Dong Telecoms** *San Francisco*

*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

01/2018 – 12/2018

#### **Live Chat Service Agent at ABC Banking Group**

*San Antonio*

*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

03/2016 – 12/2017

**Financial Customer Service Representative at Blue Moon Debt & Mortgages**

San Diego

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

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**03 EDUCATION**

03/2016 – 03/2018

**Ashford University**

Los Angeles

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*

12/2013

**Oakload College**

Indianapolis

Certified Client Service Professional (CCSP)

12/2012

**Chris Jones High School,**

Tampa

High School Diploma

*Completed with full honors colors in Academics, Sports and Volunteering*

## **04 SKILLS**

Time Management  
Client Interaction  
Collaboration Tools  
Call Centre  
Quality Control  
Financial Products

Record Keeping  
Client Relations  
CRM Platforms  
Typing  
Negotiation

## **05 LANGUAGES**

English



Spanish



## **06 COURSES**

01/2014

**Financial Customer Service Representative at Inres College, CA**

## **07 EXTRA-CURRICULAR ACTIVITIES**

08/2015 – Present

**Volunteer in Andango Animal Shelter**

*Los Angeles*