

# Dan Clark, Customer Service Representative

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

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Place of birth	San Antonio	Driving license	Full
Nationality	American		

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**LINKS** [Instagram](#), [Facebook](#)

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**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.*

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## EMPLOYMENT HISTORY

Jan 2019 – Present **Customer Service Representative, 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

Jan 2018 – Dec 2018 **Live Chat Service Agent, 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

Mar 2016 – Dec 2017 **Financial Customer Service Representative, 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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**EDUCATION**

Mar 2016 – Mar 2018	<b>Ashford University, BA in Service Management - Mass-Market Retail Enterprise Management</b>	Los Angeles
	<i>GPA: 3.8</i> <i>Majors: Sales Management, Retail Administration</i> <i>Minors: Retail Merchandising, Retail Advertising, Retail Pricing Accounting</i> <i>Accolades: Top student from 2016 - 2018</i>	
Dec 2013	<b>Oakload College, Certified Client Service Professional (CCSP)</b>	Indianapolis
Dec 2012	<b>Chris Jones High School,, High School Diploma</b>	Tampa
	<i>Completed with full honors colors in Academics, Sports and Volunteering</i>	

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**SKILLS**

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

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**LANGUAGES**

English	Native speaker	Spanish	Good working knowledge
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**COURSES**

Jan 2014	<b>Financial Customer Service Representative, Inres College, CA</b>
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**EXTRA-CURRICULAR ACTIVITIES**

Aug 2015 – Present	<b>Volunteer, Andango Animal Shelter</b>	Los Angeles
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