

Dan Clark

Customer Service Representative



ADDRESS	1515 Pacific Ave, Los Angeles, CA 90291, United States	EMAIL	email@example.com
PLACE OF BIRTH	San Antonio	NATIONALITY	American
DRIVING LICENSE	Full	LINKS	Instagram , Facebook

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

Jan 2019 – Present

SAN FRANCISCO

Customer Service Representative

Ding Dong Telecoms

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

SAN ANTONIO

Live Chat Service Agent

ABC Banking Group

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

SAN DIEGO

Financial Customer Service Representative Blue Moon Debt & Mortgages

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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- 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
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- 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

Education

Mar 2016 – Mar 2018

LOS ANGELES

Ashford University

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

Dec 2013

INDIANAPOLIS

Oakload College

Certified Client Service Professional (CCSP)

Dec 2012

TAMPA

Chris Jones High School, High School Diploma

Completed with full honors colors in Academics, Sports and Volunteering

Skills

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

Record Keeping
Client Relations
CRM Platforms
Typing
Negotiation

Languages

English



Spanish



Courses

Jan 2014

INRES COLLEGE, CA

Financial Customer Service Representative

Extra-curricular activities

Aug 2015 – Present

LOS ANGELES

Volunteer

Andango Animal Shelter