

Jamila Robinson

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SUMMARY

Dedicated Customer Support Specialist with over 5 years of experience in delivering exceptional customer service in fast-paced environments. Proven ability to resolve issues efficiently and enhance customer satisfaction, driving improvements across support processes.

EXPERIENCE

Customer Support Specialist

Jan 2022 - Present

Tech Solutions Inc., Atlanta, GA

- Achieved a 30% reduction in response time by implementing a new ticketing system, resulting in increased customer satisfaction scores.
- Resolved 95% of customer inquiries on the first contact, improving overall customer retention by 15%.
- Trained and mentored a team of 5 new hires on customer service protocols and software tools.

Customer Service Representative

Jun 2019 - Dec 2021

Global Retail Co., Atlanta, GA

- Handled an average of 100 customer calls per day, maintaining a call resolution rate of 92%.
- Implemented feedback loops that contributed to a 20% improvement in product return rates due to enhanced customer education.
- Utilized CRM software (Salesforce) to track customer interactions and improve service delivery.

Support Agent

Aug 2017 - May 2019

Service Express LLC, Atlanta, GA

- Managed customer support inquiries via email and live chat, achieving a customer satisfaction rating of 4.8/5.
- Developed a knowledge base that reduced average handling time by 25%, allowing team members to resolve common issues quickly.
- Collaborated with product teams to provide customer feedback and improve service offerings.

EDUCATION

Bachelor of Science in Business Administration

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Customer Relationship Management (CRM), Data Analysis, Conflict Resolution, Time Management

Tools & Frameworks: Salesforce, Zendesk, Microsoft Office Suite