

Nia Johnson

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SUMMARY

Enthusiastic and detail-oriented recent graduate with strong customer service skills and experience in technical support. Proven ability to resolve issues efficiently and enhance customer satisfaction through effective communication and problem-solving.

EXPERIENCE

Customer Service Intern

Jan 2022 - Present

Tech Solutions Inc., Atlanta, GA

- Resolved customer inquiries with a 95% satisfaction rate, reducing average response time by 20%.
- Assisted in the implementation of a new ticketing system which improved workflow efficiency by 30%.
- Trained and mentored new interns, enhancing team performance and service quality.

Retail Associate

Jun 2020 - Dec 2021

Retail World, Atlanta, GA

- Achieved a 15% increase in sales through exceptional customer engagement and product knowledge.
- Handled customer complaints and returns, maintaining a positive shopping experience.
- Collaborated with team members to streamline inventory management processes.

Volunteer Customer Service Representative

Jan 2019 - May 2020

Local Nonprofit Organization, Atlanta, GA

- Provided support to over 100 clients, ensuring timely assistance and follow-up.
- Developed a FAQ resource that reduced repetitive inquiries by 40%.
- Organized community outreach events to promote services, increasing awareness by 25%.

EDUCATION

Bachelor of Science in Communication

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Customer Relationship Management (CRM), Ticketing Systems, Data Entry, Problem Solving

Tools & Frameworks: Zendesk, Salesforce, Microsoft Office Suite