

Jasmine Patel

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SUMMARY

Detail-oriented Customer Support Specialist with over 5 years of experience in enhancing customer satisfaction and retention. Proven track record of resolving issues promptly and effectively, leveraging strong communication skills and technical knowledge.

EXPERIENCE

Customer Support Specialist

Jan 2022 - Present

Tech Solutions Inc., Seattle, WA

- Improved customer satisfaction ratings by 30% through the implementation of a new support ticket system.
- Resolved over 95% of customer inquiries on the first contact, reducing average handling time by 20%.
- Trained and mentored new hires, contributing to a 15% increase in team productivity.

Customer Service Representative

Jun 2019 - Dec 2021

Global Retail Corp., Seattle, WA

- Achieved a 98% customer satisfaction score by providing personalized and effective support.
- Successfully managed a high volume of inquiries, averaging 100+ calls per day.
- Developed a FAQ database that reduced repetitive inquiries by 25%.

Support Associate

Jan 2018 - May 2019

Local Services LLC, Seattle, WA

- Streamlined the customer feedback process, leading to a 40% increase in actionable insights.
- Assisted in the roll-out of a new CRM system, enhancing customer tracking and follow-up capabilities.
- Maintained up-to-date knowledge of products and services, contributing to improved resolution rates.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: CRM Software, Help Desk Software, Data Analysis, Troubleshooting

Tools & Frameworks: Zendesk, Salesforce, Microsoft Office Suite