

Amina Khoury

amina.khoury@example.com • (555) 123-4567 • San Francisco, CA • linkedin.com/in/aminakhoury

SUMMARY

Dedicated Senior Customer Service Representative with over 8 years of experience in resolving customer issues and enhancing overall satisfaction. Proven track record of improving customer retention rates and streamlining service processes to achieve operational excellence.

EXPERIENCE

Senior Customer Service Representative

Jan 2022 - Present

Tech Solutions Inc., San Francisco, CA

- Increased customer satisfaction ratings by 30% over six months through implementation of a new feedback system.
- Reduced average response time to customer inquiries by 40% by introducing a ticketing system, resulting in a cost saving of \$50,000 annually.
- Trained and mentored a team of 10 junior representatives, improving team performance metrics by 25%.

Customer Service Representative

Jun 2018 - Dec 2021

Global Retail Corp., Los Angeles, CA

- Achieved a 95% customer satisfaction score consistently over three years.
- Implemented a knowledge base that reduced issue resolution time by 20%, improving overall team efficiency.
- Recognized as 'Employee of the Month' five times for exceptional service delivery.

Customer Support Associate

Jan 2016 - May 2018

Lifestyle Goods Co., Los Angeles, CA

- Resolved over 1,000 customer queries monthly, maintaining a high level of service and support.
- Collaborated with the product team to enhance service offerings based on customer feedback, leading to a 15% increase in sales.
- Developed training materials that improved new hire onboarding time by 25%.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: CRM Software, Data Analysis, Conflict Resolution, Process Improvement

Tools & Frameworks: Zendesk, Salesforce, Microsoft Office Suite