Jill Fredrickson

Austin, TX (123) 456-7891 jfredrickson@email.com

Summary

Energetic Customer Service Representative with 3+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

Experience

TRADELOT Customer Service Representative Jan '17 - Current

- Resolve 300+ weekly customer inquiries via phone and email, consistently exceeding targets
- Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn by 6%
- Trained and mentored 4 new employees on conflict resolution, JIRA, and Zendesk CRM
- Proposed more efficient call script to reduce average customer handling time, which was well-received and implemented by management
- Achieved 97% average customer satisfaction rating to date, surpassing team goal by 12%

CLOUD CLEARWATER Customer Service Representative Nov '14 - Dec '16

- Received #3 Customer Service Representative in the Western Region award (out of 500+ reps)
- Made 30+ outbound calls per day to follow up with customers who were overdue in their payments
- Spearheaded customer referral program, increasing customer base by 15% in less than 6 months
- Helped develop new customer service rep training program that cut training time in half from 1 month to 2 weeks
- Consistently exceeded weekly credit card application targets by 10%+ with innovative upselling techniques

Education

RICE UNIVERSITY Bachelor of Science in Business Administration Aug ’10- May’14

Skills

- Fluent in Spanish (*Sample fictional resume from Indeed)*