

# Xiao Fischer

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## SUMMARY

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Service-oriented professional passionate about fostering positive customer experiences. Dedicated over three years to enhancing satisfaction through excellent communication and multitasking skills. Navigated diverse digital platforms while maintaining a friendly demeanor to assist customers effectively. Experience includes establishing efficient appointment scheduling, managing multiple inquiries simultaneously, and collaborating with team members to optimize processes. Continually dedicated to learning and adapting to new systems with enthusiasm. Ready to bring exceptional service capabilities to Auto Solutions Group and contribute positively.

## EXPERIENCE

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### Customer Service Representative

March 2023 - Present

Tech Support Solutions

Chicago, IL

Focused on providing outstanding service across various channels while efficiently handling appointments and inquiries. Demonstrated strong ability to manage customer expectations and deliver solutions quickly.

- Addressed customer inquiries promptly via phone and chat, ensuring satisfaction with each interaction.
- Scheduled service appointments effectively while following up to assess service expectations.
- Collaborated with team members to enhance customer service procedures, improving response times.

### Customer Service Associate

June 2021 - February 2023

Retail Enterprises Inc.

Aurora, IL

Maintained high standards of customer service in a dynamic retail environment, skilled in handling transactions and resolving complaints effectively. Ensured consistent levels of service while contributing to team goals.

- Guided customers through product inquiries, facilitating a seamless shopping experience.
- Managed processing of orders and exchanges expertly to ensure timely fulfillment.
- Researched and solved customer issues professionally, fostering trust and loyalty.

## LEADERSHIP & AWARDS

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- Customer Advocacy Award for outstanding service focus and exemplary teamwork at Tech Support Solutions.
- Excellence in Communication award during academic tenure for leadership in presentations and public speaking.

## EDUCATION

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### Bachelor of Arts in Communications

2021

University of Illinois GPA: 3.8

Champaign, IL

*Coursework: Media Studies, Marketing Principles, Public Relations, Interpersonal Communication*

## CERTIFICATIONS

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- Customer Service Certification 📅 2022
- Communication Essentials Training 📅 2023

## TECHNICAL SKILLS

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- **Communication Tools:** Zoom, Slack, Microsoft Teams
- **Productivity Software:** Microsoft Excel, Google Sheets, Trello
- **Customer Relationship Management:** Salesforce, HubSpot, Zendesk
- **Scheduling Software:** Calendly, Acuity Scheduling, AppointmentPlus
- **Email Platforms:** Outlook, Gmail, MailChimp
- **Marketing Channels:** Social Media, Email Marketing, Web Promotion
- **Reporting Tools:** Tableau, Google Analytics, Looker
- **Help Desk Software:** Freshdesk, Zoho Desk, ServiceNow
- **Web Services:** HTML, SEO, Wix
- **Training Tools:** Skillshare, LinkedIn Learning, Udemy

## SKILLS

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- Excellent customer service
- Conflict resolution
- Analysis of customer feedback
- Service documentation
- Communication skills
- CRM software
- Multitasking abilities
- Data entry

- MS Office Suite
- Customer engagement
- Digital communication
- Problem-solving
- Appointment scheduling
- Team collaboration
- Account management
- Attention to detail

## **PROFESSIONAL AFFILIATIONS**

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- Member of National Customer Service Association focused on continuous improvement in customer practices.
- Active participant in local Community Outreach programs, enhancing customer relations through volunteer work.

## **LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

## **ADDITIONAL INFORMATION**

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**Work Status** : Authorized to work in United States. No sponsorship required.

## **REFERENCES**

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AVAILABLE ON REQUEST