

# Xiao Fischer

## BDC Customer Service Representative

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### STRENGTHS

- 🗣️ **Effective Communication**  
Developed nurturing relationships fostered trust and improved team collaboration, becoming a reliable resource for complex inquiries.
- 🔄 **Adaptability**  
Embraced shifting priorities with grace, transitioning seamlessly between customer needs and logistical demands in real-time.
- 💡 **Problem Solving**  
Met challenges head-on by developing tailored solutions that exceeded customer expectations, earning multiple commendations from management.
- ♥️ **Customer-Centric Focus**  
Prioritized service excellence leading to increased customer satisfaction scores, and repeat business growth within retail environments.
- 📋 **Organizational Skills**  
Streamlined appointment scheduling processes that enhanced efficiency in daily operations and reduced wait time for services.

### SKILLS

- Excellent customer service
- Communication skills
- MS Office Suite
- Appointment scheduling
- Conflict resolution   CRM software
- Customer engagement
- Team collaboration
- Analysis of customer feedback
- Multitasking abilities

### SUMMARY

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

#### Customer Service Representative

Tech Support Solutions 📅 March 2023 - Present 📍 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

Retail Enterprises Inc. 📅 June 2021 - February 2023 📍 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

- 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

#### Bachelor of Arts in Communications

University of Illinois 🎓 GPA: 3.8 📅 2021 📍 Champaign, IL

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

### CERTIFICATIONS

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

### TECHNICAL SKILLS

- **Communication Tools:** Zoom, Slack, Microsoft Teams
- **Productivity Software:** Microsoft Excel, Google Sheets, Trello

Digital communication

Account management

Service documentation Data entry

Problem-solving Attention to detail

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



- Customer Service Representative at Tech Support Solutions (3.2 Years)
- Customer Service Associate at Retail Enterprises Inc. (1.7 Years)

- **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

## PROFESSIONAL AFFILIATIONS

- 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.

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST