

Charlie Blake

Call Center Customer Service Agent

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STRENGTHS

- ♥ **Calm issue resolution**
During urgent service contacts, asked focused questions first. Customers received clear next steps, and peers trusted the approach.
- ✓ **Case ownership**
Kept aging records moving from intake through closure. A quick note review often revealed exactly what needed action next.
- ⚙️ **Sequential troubleshooting**
Worked through application, account, connectivity, and vehicle symptoms in order. This helped prevent premature escalations.
- 👂 **Empathetic communication**
De-escalated complaints with patient questions and plain explanations. Conversations ended with policy clarity and a practical path forward.
- ☰ **Operational follow through**
Tracked work orders, service alerts, and open tickets carefully. Team Leads gained cleaner context when cases required review.

SKILLS

Phone support Chat support
Email support Customer service
CRM ServiceNow HubSpot
Ticketing systems
Case categorization SLA tracking
First contact resolution
Technical troubleshooting
Work orders Vehicle service alerts
Escalation management

SUMMARY

Customer service agent with four years supporting high volume mobility and **vehicle service** operations through phone, chat, email, CRM, and ticketing channels. Handles driver and rider concerns with sequential troubleshooting, accurate **case categorization**, vehicle service alert review, work order initiation, aging ticket follow up, and **first contact resolution**. ServiceNow and HubSpot experience supports clear documentation, SLA tracking, escalation preparation, outage communication, and dependable case closure. Calm communication helps resolve complaints while preserving policy, empathy, and sound judgment during time sensitive interactions. Functional testing experience covers selected software and **hardware updates**, with recurring knowledge checks supporting current service procedures and vehicle technology awareness. Ready to contribute disciplined case ownership, flexible shift support, and practical customer care in a fully onsite, 24x7 service environment.

EXPERIENCE

Senior Customer Service Agent

MetroRide Support Services 📅 October 2024 - Present 📍 Irving, Texas

Owns front line support for mobility and vehicle service operations across phone, chat, and email. Supports drivers, riders, Team Leads, and service workflows through ServiceNow, functional testing, knowledge checks, and careful case documentation. Work connects timely troubleshooting with reliable closure, stronger SLA performance, and continued growth as a peer coach.

- Resolved driver and rider contacts across **phone**, chat, and email, preserving ownership through closure.
- Reviewed **vehicle alerts** and maintenance requests in ServiceNow, creating **work orders** with documented urgency.
- Applied sequential troubleshooting for application, connectivity, account, and vehicle service issues before escalation.
- Monitored **aging tickets** and SLA commitments, giving Team Leads concise diagnostic notes and open risks.
- Performed functional checks for software and hardware updates, recording reproducible observations for review.
- Completed **mobility knowledge checks**, applying approved customer messaging consistently across support channels.

Customer Care Specialist

North Texas Auto Assistance 📅 September 2022 - September 2024 📍 Arlington, Texas

Supported motorists through maintenance scheduling, roadside service questions, account concerns, and service status requests. Managed HubSpot cases, repair partner follow up, complaint resolution, outage escalation, and rotating schedule coverage. This work built durable service judgment, clear written communication, and reliable case ownership across customer and operational needs.

- Supported motorists with maintenance scheduling and roadside questions through **phone** and **email** service.
- Created **HubSpot** cases with accurate **priority**, vehicle context, customer details, and follow up commitments.
- De-escalated complaints through empathetic questions and concise explanations, preserving policy boundaries.
- Tracked repair requests across partners, confirming disposition before closing records and documenting outcomes.
- Escalated outages with timelines, troubleshooting steps, and customer impact for supervisor review.
- Met **quality** and schedule expectations across rotating support shifts with professional communication.

LANGUAGES



MY CAREER



- Senior Customer Service Agent at MetroRide Support Services (1.9 Years)
- Customer Care Specialist at North Texas Auto Assistance (2 Years)

PROJECTS

- Mobility Service Alert Review** 📅 2026
- Built a structured practice workflow for reviewing vehicle service alerts, assigning priority, recording troubleshooting steps, and preparing accurate work order details. Focus stayed on clear ownership from initial contact through documented closure.
- Customer Case Quality Workflow** 📅 2025
- Created a case review approach using HubSpot concepts, SLA checkpoints, aging ticket follow up, and escalation notes. Work centered on consistent records, practical customer communication, and dependable service recovery.

LEADERSHIP & AWARDS

- Selected as Customer Support Peer Coach at MetroRide Support Services in 2025.
- Recognized for dependable case ownership and calm communication during time sensitive customer interactions.

EDUCATION

High School Diploma
MacArthur High School 🎓 GPA: 3.5 📅 2022 📍 Irving, Texas
***Coursework:** English communication, computer applications, automotive service fundamentals, customer relations*

CERTIFICATIONS

- ServiceNow Fundamentals Training 📅 2025
- HubSpot Service Software Certification 📅 2024

TECHNICAL SKILLS

- **Customer Contact Channels:** Phone, Chat, Email
- **CRM Platforms:** ServiceNow, HubSpot, CRM workflows
- **Ticketing Systems:** ServiceNow, HubSpot, Ticket queues
- **Case Management:** Case creation, Case categorization, Case closure
- **Vehicle Service Support:** Maintenance alerts, Fuel alerts, Oil change alerts
- **Troubleshooting Tools:** Sequential troubleshooting, Technical diagnosis, Connectivity checks
- **Service Operations:** Work orders, Break requests, Driver support
- **Quality Management:** SLA tracking, Quality standards, First contact resolution
- **Testing Practices:** Functional testing, Software updates, Hardware updates
- **Escalation Practices:** Team Lead escalation, Outage support, Critical situation support
- **Documentation Methods:** Troubleshooting notes, Case timelines, Customer impact records
- **Communication Systems:** Approved messaging, Service outage communication, Knowledge checks

PROFESSIONAL AFFILIATIONS

- Customer Support Peer Coach, MetroRide Support Services, 2025 to Present.
- Mobility and Automotive Service Support Community, active professional participant.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST