

Charlie Blake

📞 (214) 555-7316 ✉ charlie.blake@example.com 💼 linkedin.com/example/charlieblake 📍 Irving, TX 75039

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 October 2024 - Present
MetroRide Support Services 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 September 2022 - September 2024
North Texas Auto Assistance 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.

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 2022
MacArthur High School GPA: 3.5 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

SKILLS

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

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST