



# Autumn Wise

(217) 555-6789 ✉ autumn.wise@email.com

🌐 linkedin.com/in/autumnwise 📍 123 Maple Street, Springfield, IL 62704

## SUMMARY

Customer-focused professional with over three years in customer service, excelling at efficiently handling inquiries and resolving issues through effective communication. Expertise lies in educating clients about billing processes, while also maintaining a positive atmosphere conducive to customer satisfaction. Proven capability in navigating various software applications enhances productivity and resolve customer questions swiftly. Excellent verbal and written communication skills contribute to fostering strong relationships with diverse client bases. Eager to integrate into a dynamic team where the focus is on enhancing customer interaction experiences within utility billing.

## EXPERIENCE

### Customer Service Representative

January 2024 - Present

Bright Solutions, Inc.

Chicago, IL

Engaged in managing customer inquiries effectively while ensuring swift problem resolution. Demonstrated exceptional support through various channels, emphasizing accuracy in service delivery. Recorded customer interactions meticulously for quality improvement initiatives.

- Handle customer inquiries via phone and email promptly and professionally.
- Document feedback and interactions diligently to inform ongoing improvements.
- Strive to meet or exceed the set performance metrics regularly.
- Collaborate with team members to ensure seamless flow of information.

### Customer Support Associate

June 2022 - December 2023

Connect Customer Services

Naperville, IL

Focused on addressing customer account-related queries within compliance frameworks. Worked closely with fellow associates to streamline protocols and remediate any identified discrepancies. Assisted teammates in improving their service response capabilities.

- Supported customers with timely resolutions to their concerns regarding accounts.
- Facilitated training sessions for new hires to share company procedures.
- Maintained collaborative ties with the billing department for quick issue resolution.
- Analysed customer feedback to identify trends prompting necessary updates.

### Call Center Intern

January 2021 - May 2022

NextGen Communications

Chicago, IL

Provided essential support through multi-channel customer service interactions. Developed foundational expertise in handling customer inquiries while observing established procedures. Enhanced efficiency by leveraging CRM tools for complex requests.

- Responded proactively to incoming calls and emails from customers.
- Assisted direct colleagues by providing solutions derived from inquiries.
- Navigated customer relationship management software comfortably.
- Recorded interactions to enhance training material for future reference.

## LEADERSHIP & AWARDS

- Customer Service Excellence Certification earned May 2021
- Call Center Management Certification achieved September 2022

## EDUCATION

### Associate Degree in Business Administration

2020

Springfield Community College GPA: 3.8

Springfield, IL

**Coursework:** Business Ethics, Marketing Principles, Financial Management, Communication Skills

## CERTIFICATIONS

- Customer Service Excellence Certification 📅 2021
- Call Center Management Certification 📅 2022

## TECHNICAL SKILLS

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- **Communication Tools:** Microsoft Outlook, Google Workspace, Zoom
- **CRM Systems:** Salesforce, Zendesk, HubSpot
- **Project Management Tools:** Trello, Asana, JIRA
- **Office Software:** Microsoft Office Suite, Google Docs, Excel
- **Data Management Tools:** Populi, Tableau, Power BI
- **Task Automation:** Zapier, IFTTT, Automate.io
- **Scheduling Tools:** Calendly, Doodle, Microsoft Bookings
- **Reporting Tools:** Crystal Reports, SQL Queries, Google Analytics
- **Remote Team Platforms:** Slack, Microsoft Teams, Discord
- **Collaboration Tools:** Miro, Notion, Confluence

## SKILLS

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- Verbal Communication
- Written Communication
- Typing
- CRM Software
- PC Literacy
- Problem Solving
- Customer Relations
- Time Management
- Organizational Skills
- Service Orientation
- Team Collaboration
- Positive Attitude
- Adaptability
- Conflict Resolution
- Attention to Detail

## PROFESSIONAL AFFILIATIONS

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- Member of the National Association of Call Centers, enhancing best practices awareness.
- Volunteer with local charitable organizations focused on community enhancement.

## LANGUAGES

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- English (Native)
- Spanish (Proficient)

## 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