

Autumn Wise

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SUMMARY

Dedicated professional experienced in live chat support and customer service. Skilled at managing multiple conversations simultaneously while ensuring high customer satisfaction levels. Expertly communicates to enhance user experience and optimize support processes. Demonstrates a commitment to delivering exceptional service, building solid relationships with clients, and following protocols for quality assurance. Excited about leveraging expertise to contribute effectively and efficiently within a new team environment.

EXPERIENCE

Chat Support Representative

June 2026 - Present

Chat Solutions Inc. Remote, USA

- Responsible for managing live chat interactions for various clients, effectively resolving inquiries on social media platforms and websites. Supports operations while implementing strategies to elevate customer engagement and satisfaction.
- Successfully handled multiple chat sessions concurrently while maintaining a high level of professionalism.
 - Achieved above a 90% customer satisfaction rate through excellent communication and resolution skills.
 - Collaborated with colleagues to establish effective chat support practices that enhanced response speed and service delivery.
 - Supported onboarding by leading training for new team members, focusing on customer interaction techniques.
 - Documented chat interactions meticulously to assess feedback and areas needing enhancement.
 - Provided data-driven feedback for improving chat interfaces and overall customer service procedures.

Chat Agent

March 2025 - May 2026

Digital Support Services Tempe, AZ

- Engaged customers via live chat support, fulfilling diverse needs promptly. Focused on enriching user experiences by utilizing advanced chat tools and providing informative assistance.
- Delivered instantaneous help to users across various queries while ensuring satisfaction and clarity.
 - Applied rich knowledge of the service portfolio, facilitating quicker resolutions to common challenges faced by users.
 - Assisted in rollouts of newly suggested features based on customer insights that improved response times considerably.
 - Sought continuous education to stay abreast of best practices and product updates relevant to online support.
 - Worked alongside marketing teams to seamlessly integrate promotional efforts through chat channels.
 - Contributed actively to brainstorming sessions aimed at refining user engagement during support interactions.

LEADERSHIP & AWARDS

- Dean's List, Arizona State University, 2024-2026

EDUCATION

Bachelor of Arts in Communication

2026

Arizona State University GPA: 3.8 Tempe, AZ

Coursework: Communication Theory, Digital Media Strategies, Public Relations, Customer Engagement

CERTIFICATIONS

- Customer Service Excellence Certification 📅 2026

TECHNICAL SKILLS

- **Chat Software:** Zendesk, LiveChat, Intercom
- **Communication Platforms:** Slack, Microsoft Teams, Zoom
- **Data Analysis Tools:** Google Analytics, Tableau, Excel
- **Project Management Tools:** Asana, Trello, JIRA
- **Certifications:** Customer Service Excellence
- **Time Management Techniques:** Pomodoro Technique, Eisenhower Matrix, GTD
- **Feedback Mechanisms:** Surveys, Focus Groups, Client Feedback Sessions
- **Knowledge Base Management:** Confluence, SharePoint, FAQ Systems
- **Web Navigation Skills:** SEO Navigation, Information Retrieval, Content Reading
- **Remote Work Technologies:** VPN, Cloud Storage, Remote Desktop

SKILLS

- Live Chat Support
- Customer Service
- Communication Tools
- Problem-Solving
- Training & Development
- Team Collaboration
- Client Engagement
- Time Management
- Feedback Utilization
- Response Speed Improvement
- Social Media Interaction
- Service Optimization
- Protocol Adherence
- Reporting
- Documentation

PROFESSIONAL AFFILIATIONS

- Member, Communication Club, Arizona State University
- Volunteer, Local Animal Shelter, 2025

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST