



Pooja Huff

Commercial Customer Service Representative

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SUMMARY

Dedicated customer service professional with over 6 years of experience providing exceptional support and resolving client issues in fast-paced environments. Proven track record of handling escalations effectively while collaborating within teams to enhance customer satisfaction. I leverage solid technical knowledge to assist clients, identifying the best solutions quickly. Continuous improvement is a focus; streamlined processes led to enhanced service delivery. Eager to join Dynamic Solutions Group to contribute immediately with expertise in Salesforce for tracking cases while support customers comprehensively.

STRENGTHS

- ★ **Empowerment Focus**
Passionate about empowering clients through knowledge-based support, often sought for guidance on complex queries.
- 👥 **Team Catalyst**
Known for inspiring teams during high-pressure situations, fostering a unified direction toward shared objectives.
- 💬 **Adaptable Communicator**
Flexibility in communication style ensures clarity and fosters rapport regardless of client background, enhancing connection.
- 🏆 **Achievement-Oriented**
Motivated by results; routinely acknowledged for achievements tying back to company-level KPIs and increased performance.
- 💡 **Analytical Thinker**
Focused on data analysis; frequently recognized for translating insight into actionable strategies driving team improvement.

SKILLS

Customer Relationship Management (CRM)

Salesforce Conflict Resolution

Technical Support

Team Collaboration Data Analysis

Documentation Skills

Escalation Management

Interpersonal Skills

EXPERIENCE

Customer Support Specialist

Tech Innovations Inc. 📅 January 2021 - Present 📍 Peoria, IL

Drive high-quality customer support by addressing technical product inquiries and ensuring timely problem resolution. Work collaboratively across various teams to refine processes and elevate customer experiences. Maintain comprehensive documentation and analyze customer interactions via Salesforce to identify recurring trends that inform improvements. Guide new personnel on effective customer service protocols and system utilization for consistent quality.

- Conduct thorough evaluations of technical inquiries for satisfactory resolutions.
- Collaborate with team members to streamline service workflows boosting ongoing efficiencies.
- Utilize Salesforce effectively for detailed documentation of support interactions.
- Promote organizational growth through training initiatives focusing on excellence.

Senior Customer Service Associate

Global Services Corp. 📅 June 2018 - December 2020 📍 Champaign, IL

Led efforts in managing escalated customer concerns resulting in improved loyalty rates. Instituted responsive procedures that lowered turnaround times, significantly benefiting overall customer satisfaction metrics. Regularly generated case status reports for stakeholders to shape strategic decision-making and operational improvements.

- Effectively resolved significant escalations, directly influencing client retention.
- Executed operational changes that consistently reduced response time ratios.
- Presented monthly analytics to senior management to inform business strategy.
- Engaged deeply with clients ensuring all issues received appropriate attention and swift results.

Customer Service Representative

Bright Solutions LLC 📅 March 2016 - May 2018 📍 Bloomington, IL

Delivered personalized assistance to clientele regarding product queries and supported order processing tasks, leading to a stellar satisfaction rating. Efficient resolution of customer grievances in accordance with established company policy while working closely alongside the dispatch group for timely item delivery.

- Facilitated inquiries and processed orders achieving a high customer satisfaction rate.
- Managed conflict efficiently underlining company policies promoting ethics.
- Collaborated with logistics to ensure punctual deliveries aligning with customer needs.
- Assured every client had their set concerns attended to promptly and effectively.

LEADERSHIP & AWARDS

- Certified Customer Service Professional (CCSP) - 2023
- Top Performer Recognition at Tech Innovations Inc. - 2022

EDUCATION

Bachelor's Degree in Communication

University of Illinois 🎓 GPA: 3.8 📅 2015 📍 Champaign, IL

Time Management

Problem-Solving

Training Development

Report Generation

Ethics Compliance

Client Advocacy

Process Improvement

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Customer Support Specialist at Tech Innovations Inc. (5.4 Years)

● Senior Customer Service Associate at Global Services Corp. (2.5 Years)

● Customer Service Representative at Bright Solutions LLC (2.2 Years)

Coursework: Media Studies, Public Relations, Organizational Communication, Marketing Strategies

CERTIFICATIONS

- Certified Customer Service Professional (CCSP) 📅 2023
- Salesforce Certification 📅 2022

TECHNICAL SKILLS

- **Customer Service Tools:** Zendesk, Freshdesk, Help Scout
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Reporting Tools:** Google Analytics, Tableau, Power BI
- **Technical Documentation:** Confluence, Notion, SharePoint
- **Database Management:** SQL Server, MySQL, Oracle
- **Project Management Software:** Trello, Asana, JIRA
- **Email Platforms:** Outlook, Gmail, Mailchimp
- **Productivity Software:** Microsoft Office Suite, G Suite, Evernote
- **Performance Evaluation:** Qualtrics, SurveyMonkey, Google Forms
- **Training Platforms:** Skillshare, LinkedIn Learning, Udemy

PROFESSIONAL AFFILIATIONS

- Member of the National Customer Service Association - since 2020
- Active participant in local community service initiatives

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST