



# Pooja Huff

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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.

## EXPERIENCE

### Customer Support Specialist

January 2021 - Present

Tech Innovations Inc.

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

June 2018 - December 2020

Global Services Corp.

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

March 2016 - May 2018

Bright Solutions LLC

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

2015

University of Illinois GPA: 3.8

Champaign, IL

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

## CERTIFICATIONS

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

## TECHNICAL SKILLS

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- **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

## SKILLS

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- Customer Relationship Management (CRM)
- Salesforce
- Conflict Resolution
- Technical Support
- Team Collaboration
- Data Analysis
- Documentation Skills
- Escalation Management
- Interpersonal Skills
- Time Management
- Problem-Solving
- Training Development
- Report Generation
- Ethics Compliance
- Client Advocacy
- Process Improvement

## PROFESSIONAL AFFILIATIONS

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

## LANGUAGES

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- English (Native)
- Spanish (Intermediate)

## 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