

Brooklyn Ballard

Customer Service Agent

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SUMMARY

Dedicated customer service professional with over three years of experience in dynamic roles. Passionate about delivering top-notch support while staying current on company products and services. Strong communication skills facilitate clear interactions with both external and internal customers. Proven ability to manage multiple calls simultaneously while showcasing effective problem-solving capabilities. Thrives in fast-paced environments where adaptability is key. Experienced in leveraging insights from product knowledge to address customer inquiries effectively. Eager to contribute hands-on expertise within a collaborative team environment at BrightWave Solutions.

EXPERIENCE

Customer Service Representative

ServicePro Inc. 📅 January 2025 - Present 📍 Chicago, IL

Serve as a frontline representative, addressing customer inquiries and resolving issues efficiently. Handle several calls concurrently while ensuring a high quality of service. Leverage extensive product knowledge to inform customers accurately and build loyalty.

- Respond promptly to diverse customer questions, ensuring clarity and satisfaction.
- Maintain detailed records of interactions to identify service improvement areas.
- Collaborate with team members to share insights that shape better customer experiences.
- Utilize feedback constructively to strengthen relationships with clients.

Customer Support Associate

TechEase Solutions 📅 June 2024 - December 2024 📍 Naperville, IL

Provided critical technical support for customer queries, aiding them through complex issues. Worked closely with peers to bolster the customer experience while developing training materials for new recruits.

- Assisted users facing technical hurdles, guiding them toward solutions step-by-step.
- Motivated new associates by sharing best practices derived from firsthand assistance.
- Enhanced existing processes by offering suggestions based on user interactions.
- Engaged in team meetings focused on nurturing a competition-free culture of learning.

Intern, Customer Relations

NextGen Innovations 📅 January 2024 - May 2024 📍 Evanston, IL

Supported experienced staff by managing customer inquiries during peak hours. Gained first-hand knowledge of CRM software, enriching engagement methods and data management strategies.

- Facilitated customer issue resolution during busy periods, promoting efficient service delivery.
- Learned vital software tools utilized for tracking interactions enhancing response times.
- Interacted with clients directly to grasp needs and provide accurate information.
- Collaborated with mentors to improve personal customer service techniques.

LEADERSHIP & AWARDS

- Awarded 'Employee of the Month' at ServicePro Inc. for outstanding performance in customer care.
- Recognized as 'Top Intern' during tenure at NextGen Innovations for exceptional dedication and impact.

EDUCATION

Associate of Arts in Business Administration

University of Illinois 🎓 GPA: 3.5 📅 2023 📍 Champaign, IL

Coursework: *Customer Service Management, Business Communication, Marketing Principles, Operations Management*

CERTIFICATIONS

- Customer Service Excellence Certification 📅 2022
- Certified Call Center Representative 📅 2021

TECHNICAL SKILLS

- **Office Software:** Microsoft Office Suite, Google Workspace, CRM Tools
- **Communication Tools:** Zoom, Slack, Microsoft Teams

- **Service Platforms:** Zendesk, Freshdesk, Help Scout
- **Data Management:** Salesforce, SQL, Excel
- **Training Resources:** Webinars, Tutorials, Peer Training
- **Technical Support:** Remote Desktop Tools, Ticketing Systems, FAQs
- **Social Media Engagement:** Meta Platforms, Twitter, LinkedIn
- **Time Management:** Trello, Monday.com, Asana
- **Reporting and Feedback:** SurveyMonkey, Google Forms, Tableau
- **Project Management:** JIRA, Basecamp, ClickUp

SKILLS

- Customer Relationship Management
- Problem Solving
- Adaptability
- Effective Communication
- Time Management

PROFESSIONAL AFFILIATIONS

- Member of the Customer Service Professionals Network, fostering connections among service experts.
- Volunteer at local charity helplines, assisting in community support initiatives.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST