



# Joy Petersen

(217) 555-0198 joy.petersen@email.com

linkedin.com/in/joypetersen 1234 Elm Street, Springfield, IL 62704

## SUMMARY

Dedicated customer service professional with over three years of robust experience in dynamic environments. Proficient at engaging customers, recognizing their needs, and delivering tailored solutions. Committed to building strong relationships that enhance customer loyalty. Daily involvement in resolving inquiries and optimizing service workflows enhances operational efficiency. Aiming to leverage bilingual skills in a supportive team where proactive problem-solving drives success. Eager to contribute fresh ideas that elevate service excellence while engaging collaboratively with team members.

## EXPERIENCE

### Customer Support Specialist

January 2025 - Present

Bright Solutions Co.

Chicago, IL

Provide unparalleled customer support in a fast-paced environment, ensuring each inquiry is addressed effectively. Leverage CRM software to streamline account management and trace interactions efficiently. Collaborate closely with colleagues for continuous improvement in service delivery and client satisfaction. Cultivate relationships through effective communication, resulting in increased repeat business.

- Addressed customer inquiries via phone and email, achieving high satisfaction rates.
- Utilized technologies to manage sales orders and feedback promptly.
- Collaborated with team members to ensure smooth operations and service enhancements.
- Developed meaningful relationships with clientele based on understanding and trust.

### Customer Service Associate

June 2023 - December 2024

TechWave Inc.

Aurora, IL

Assisted clients by providing product recommendations, crucial in a retail landscape where quick decisions matter. Ensured excellent service quality while managing multiple tasks during peak hours. Worked within a team-oriented culture, dedicated to fostering positive workplace dynamics through regular engagement and collaboration efforts.

- Responded proactively to customer requests with tailored product suggestions.
- Enhanced personal skills in a busy retail setting, handling diverse inquiries.
- Participated in events promoting teamwork and building a collaborative atmosphere.
- Expanded product knowledge for improved customer guidance and satisfaction.

## LEADERSHIP & AWARDS

- Customer Service Excellence Certification, 2024
- Best Team Collaboration Award, 2025

## EDUCATION

### Associate of Arts in Business Administration

2023

Springfield Community College GPA: 3.6

Springfield, IL

*Coursework: Business Management, Marketing Strategies, Communication Skills, Customer Relationship Management*

## CERTIFICATIONS

- Customer Service Excellence Certification 📅 2024
- Advanced Communication Techniques 📅 2025

## TECHNICAL SKILLS

- **Customer Relationship Management:** Salesforce, Zendesk, HubSpot
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Data Analysis Tools:** Excel, Google Analytics, Tableau
- **Order Management Systems:** Oracle, SAP, QuickBooks
- **Collaboration Tools:** Trello, Asana, Monday.com
- **Productivity Software:** Microsoft Office, Google Workspace, Notion

- **Email Platforms:** Outlook, Gmail, Mailchimp
- **Remote Work Technologies:** VPN, Remote Desktop, Citrix
- **Customer Feedback Tools:** SurveyMonkey, NPS, Qualtrics
- **E-commerce Platforms:** Shopify, WooCommerce, Magento

## SKILLS

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- Bilingual (English and Spanish)
- Effective Communication
- Team Collaboration
- Customer Relationship Management
- Problem-Solving

## PROFESSIONAL AFFILIATIONS

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- Member of Customer Service Professionals Association
- Volunteer at Local Food Bank Outreach Program

## 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