

Elena Klein

Customer Service Team Leader

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STRENGTHS

- 🔊 **Calm escalation resolution**
During difficult eligibility cases, listened first, clarified records, and gave customers a fair path forward with steady judgment.
- 👥 **Practical staff coaching**
Used demonstrations and guided practice when newer representatives needed support, turning uncertainty into consistent service.
- ✅ **Reliable records accuracy**
Checked source documents and transaction notes carefully, catching mismatches before they created larger customer or payment issues.
- 📋 **Organized daily operations**
Balanced assignments, queues, reports, and customer needs during busy periods, keeping work moving without losing detail.
- ♥ **Respectful public communication**
Clear explanations and attentive listening helped visitors feel heard, even when procedures or records created frustration.

SKILLS

Customer service supervision

Driver licensing Class R testing

Class A B C D testing

Learner permits

Identification cards

Motor vehicle records

Vision screening

Renewals and reinstatements

Firearm permits Database updates

Cash reporting Staff coaching

SUMMARY

Customer Service Team Leader with eight years of progressive public service experience, including more than three years supervising frontline representatives in regulated credentialing and records environments. Leads work assignment, staff training, coaching, performance discussions, escalation resolution, cash accountability, and service quality review. Supports **driver licensing** workflows, Class R and Class A, B, C, and D testing, learner permits, **identification cards**, **motor vehicle records**, **vision screening**, renewals, reinstatements, firearm permits, database updates, and document verification. Communicates clearly with applicants, courts, public agencies, and internal teams while maintaining accurate records and respectful service. Analyzes daily activity, identifies recurring issues, recommends practical policy adjustments, and helps staff manage complex interactions with patience and sound judgment. Offers dependable supervision and organized service delivery for public facing operations.

EXPERIENCE

Customer Service Team Leader

Pine Belt Public Records Center 📅 May 2023 - Present 📍 Ridgeland, MS

Supervise eight representatives across credentialing, records, testing, payment, and public service operations. Guide assignments, training, performance review, escalations, reporting, and agency verification while protecting accuracy and service consistency.

- Supervised eight representatives across credentialing, records, testing, and payment services.
- Assigned daily work, reviewed accuracy, coached procedures, and conducted performance discussions.
- Trained staff on licensing, screening, renewals, **reinstatements**, identification, and **database updates**.
- Resolved escalated eligibility, court record, documentation, and service delay cases.
- Reconciled daily license activity and **monies** received, then investigated transaction discrepancies.
- Analyzed service trends and recommended practical process changes for smoother customer handling.
- Verified information from **courts**, **agencies**, applicants, and other public sources.

Senior Customer Service Representative

Capital Area Credential Services 📅 February 2021 - April 2023 📍 Jackson, MS

Delivered high volume credentialing and records services while guiding queue operations and reviewing complex transactions. Supported testing, source verification, payment documentation, and staff training in a regulated **customer service** setting.

- Delivered credential, motor vehicle record, identity, and database services during high volume periods.
- Administered approved testing and screening procedures, recording results with consistent accuracy.
- Led queue work during peak periods and reviewed complex transactions for newer staff.
- Verified customer, court, and agency information against source documents before processing.
- Prepared daily activity and payment documentation, then resolved transaction mismatches.
- Trained new representatives through demonstrations, guided practice, and direct feedback.

Customer Service Representative

Delta Community Services Office 📅 September 2018 - January 2021 📍 Pearl, MS

Guided visitors through public records, documentation, and service procedures while maintaining accurate database entries and transaction notes. Built practical knowledge of regulated public service operations, supporting advancement into senior service work.

- Guided visitors through public record forms, documentation requirements, and service procedures.

Escalation resolution

Performance assessment

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Customer Service Team Leader at Pine Belt Public Records Center (3.3 Years)

● Senior Customer Service Representative at Capital Area Credential Services (2.2 Years)

● Customer Service Representative at Delta Community Services Office (2.3 Years)

- Entered **database updates** and checked records for completeness before final processing.
- Explained policies through clear speaking and attentive **listening** during busy service periods.
- Verified customer and external source information, escalating conflicting records for review.
- Balanced multiple requests while maintaining accurate files and transaction notes.
- Built regulated **public** service knowledge that supported advancement into senior responsibilities.

PROJECTS

Public Service Accuracy Review 📅 2026

Reviewed recurring record, payment, and service issues, then organized practical recommendations for clearer workflows and consistent customer handling.

Credentialing Workflow Training 📅 2024

Created guided practice sessions covering testing, screening, renewals, reinstatements, identity services, and database updates for newer representatives.

LEADERSHIP & AWARDS

- Frontline Service Leadership Recognition, Pine Belt Public Records Center
- Accuracy and Accountability Recognition, Capital Area Credential Services
- Trusted Escalation Support Recognition, Delta Community Services Office

EDUCATION

High School Diploma

Ridgeland High School 🎓 GPA: 4.0 📅 2018 📍 Ridgeland, MS

Coursework: Communication, public administration, records management, customer service

CERTIFICATIONS

- Valid Mississippi Driver's License 📅 2026
- Public Service Records Training 📅 2024

TECHNICAL SKILLS

- **Driver Licensing Services:** Class R licenses, Class A licenses, Class B licenses
- **License Testing:** Class C licenses, Class D licenses, learner permits
- **Identity Services:** Identification cards, document verification, identity records
- **Records Processing:** Motor vehicle records, database updates, source records
- **Screening Services:** Vision screening, oral testing, written testing
- **Credential Transactions:** Renewals, reinstatements, eligibility review
- **Public Safety Permits:** Firearm permits, license records, permit records
- **Cash Accountability:** Daily monies, payment records, transaction reconciliation
- **Staff Supervision:** Work assignment, coaching, performance assessment
- **Service Reporting:** Daily reports, service trends, policy recommendations

PROFESSIONAL AFFILIATIONS

- Public Service Customer Experience Network
- Mississippi Records and Credentialing Professionals Group

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST