

Elena Klein

📞 (601) 555-4632 ✉ elena.klein@example.com 🔗 linkedin.com/example/elenaklein 📍 Ridgeland, MS 39157

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

May 2023 - Present

Pine Belt Public Records Center

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

February 2021 - April 2023

Capital Area Credential Services

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

September 2018 - January 2021

Delta Community Services Office

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.
- 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

SKILLS

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|--------------------------------|-------------------------|-------------------------------|--------------------------|
| • Customer service supervision | • Learner permits | • Renewals and reinstatements | • Staff coaching |
| • Driver licensing | • Identification cards | • Firearm permits | • Escalation resolution |
| • Class R testing | • Motor vehicle records | • Database updates | • Performance assessment |
| • Class A B C D testing | • Vision screening | • Cash reporting | |

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST