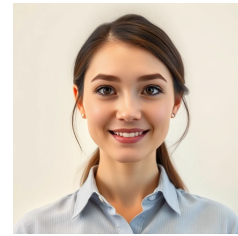


Adalyn Long

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SUMMARY

Customer service professional passionate about enhancing customer experiences through effective problem-solving and clear communication. With over two years in high-demand environments, a commitment to support remains central. Successful at fostering collaborative relationships with team members and supervisors, enhancing service delivery for better outcomes. Proficient in CRM software, adept at documenting interactions accurately while striving to meet all performance metrics. Always eager to resolve issues and ensure a positive experience. Interested in joining MediCall Solutions, contributing skills in providing exceptional customer service.

EXPERIENCE

Customer Support Specialist

May 2025 - Present

BrightSky Communications

Dallas, TX

Role involves delivering high-quality support in a dynamic call center environment, engaging customers effectively to enhance their experience.

- Handled diverse inquiries across multiple channels, consistently meeting customer needs and exceeding expectations on service delivery.
- Utilized CRM software to track customer interactions, ensuring accuracy in documentation and facilitating efficient follow-ups.
- Achieved sales targets by employing effective upselling techniques, significantly impacting monthly revenue.

Sales Associate

June 2024 - April 2025

Retail Hub

Dallas, TX

Served in customer-facing roles, contributing to improvements in customer satisfaction and overall store performance.

- Engaged actively with customers, assisting them in product selection which fostered loyalty and repeat business.
- Executed transactions while managing inventory, resulting in enhanced operational efficiency.
- Collaborated closely with a team to achieve sales goals, increasing store-wide performance.

LEADERSHIP & AWARDS

- Achieved highest customer satisfaction ratings multiple months in a row at BrightSky Communications.
- Recognized for consistent upselling achievements leading the team in sales during Q1 at Retail Hub.

EDUCATION

High School Diploma

2024

Dallas High School GPA: 3.8

Dallas, TX

Coursework: General Studies, English, Mathematics, Computer Skills

CERTIFICATIONS

- Customer Service Excellence Certification 📅 2025
- Sales Techniques Training 📅 2026

TECHNICAL SKILLS

- **Customer Relationship Management:** Salesforce, Zendesk, HubSpot
- **Communication Tools:** Phone, Email, Chat
- **Sales Approaches:** Cross-Selling, Upselling, Solution Selling
- **Reporting Skills:** Data Analysis, Performance Review, Customer Feedback
- **Team Collaboration Tools:** Slack, Microsoft Teams, Google Workspace
- **Performance Metrics:** Service Level Agreements, Customer Satisfaction Scores, Attendance Tracking
- **Process Improvement Methodologies:** Lean, Six Sigma, Agile
- **Technical Skills:** Microsoft Office Suite, G Suite, Database Management
- **Workplace Compliance:** Quality Assurance, Regulatory Standards, Privacy Policies
- **Time Management Systems:** Calendar Apps, Task Management Tools, Work Scheduling Software

SKILLS

- Customer Service
- Sales Techniques
- Active Listening
- 1/2 Outbound Calls

- Communication
- Problem Solving
- CRM Software
- Multitasking
- Teamwork
- Time Management
- Data Entry
- Conflict Resolution
- Upselling
- Automatic Call Distributors
- Reporting Skills
- Excel

PROFESSIONAL AFFILIATIONS

- Active member of Community Service Group focused on improving local outreach initiatives.
- Volunteer at Local Food Bank, demonstrating commitment to community support and engagement.

LANGUAGES

- English (Native)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST