



# Adalyn Long

## Full-Time Call Center Representative

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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

BrightSky Communications 📅 May 2025 - Present 📍 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

Retail Hub 📅 June 2024 - April 2025 📍 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

Dallas High School 🎓 GPA: 3.8 📅 2024 📍 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

### STRENGTHS



#### Communication

Skilled in conveying clear messages and solutions, often praised for maintaining open dialogue with clients.



#### Problem Solving

Efficiently resolving customer issues while keeping a calm demeanor, recognized as a go-to resource in tough situations.



#### Team Collaboration

Nurtured strong relationships with coworkers, promoting teamwork and driving improved results collectively.



#### Product Knowledge

Adept in learning various products quickly, empowering customers with relevant information that supports their needs.



#### Adaptability

Thrives in fast-paced environments, adjusting tactics based on evolving circumstances and customer feedback.

### SKILLS

Customer Service Communication

Problem Solving CRM Software

Sales Techniques Multitasking

Teamwork Time Management

Active Listening Data Entry

Conflict Resolution Upselling

Outbound Calls

Automatic Call Distributors

Reporting Skills Excel

## LANGUAGES

English

Native

## MY CAREER



● Customer Support Specialist  
at BrightSky Communications  
(1.2 Years)

● Sales Associate at Retail  
Hub (10 Months)

- **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

## 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.

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST