

Eleanor Hodges

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123 Maple Avenue, Springfield, IL 62704

SUMMARY

Dedicated customer service professional with over two years of experience enhancing customer interactions in fast-paced environments. Skilled at assisting customers throughout the rental process, managing inquiries, and ensuring smooth operations at airport locations. Known for maintaining a friendly demeanor while resolving issues efficiently. Adaptable to dynamic situations, committed to providing exceptional service. Possesses hands-on expertise in data entry and effective communication, showcasing strong collaboration with team members for seamless operation. Motivated to create positive experiences and build lasting relationships with customers.

EXPERIENCE

Customer Service Associate

June 2025 - Present

Brightway Car Rentals

Chicago, IL

Facilitates customer interactions by overseeing the rental and return processes, actively assisting clients, entering data using handheld devices, and maintaining operational standards during peak periods.

- Assist customers throughout the rental process, ensuring high-quality assistance from vehicle selection to returns.
- Enter accurate customer data into company systems, utilizing handheld technologies for efficiency.
- Display professionalism at exit gates and during vehicle check-ins, reinforcing a commitment to customer satisfaction.
- Collaborate with colleagues to optimize services during busy hours, addressing challenges swiftly.

Customer Support Representative

January 2024 - May 2025

Green Leaf Services

Peoria, IL

Provided support proactively to clients, handling inquiries and managing data entry tasks while striving for high levels of customer satisfaction.

- Responded promptly to customer inquiries, delivering solutions effectively to enhance overall satisfaction.
- Maintained accuracy in data input for customer records across multiple platforms, contributing to organizational efficiency.
- Upheld a positive brand image while engaging with customers within a busy service environment.
- Received praise from supervisors for consistently demonstrating a strong customer-oriented attitude.

LEADERSHIP & AWARDS

- Recognition for Exceptional Customer Service, Brightway Car Rentals, 2026
- Employee of the Month (April 2025), Green Leaf Services

EDUCATION

Associate Degree in Business Administration

2023

Springfield Community College GPA: 3.5

Springfield, IL

Coursework: Customer Service Principles, Effective Communication, Data Management, Business Operations

CERTIFICATIONS

- Customer Service Certification 📅 2024
- First Aid and CPR Certified 📅 2025

TECHNICAL SKILLS

- **Data Management Systems:** Handheld Devices, CRM Software, Basic Office Tools
- **Effective Communication Methods:** Verbal, Non-verbal, Written
- **Customer Interaction Techniques:** Face-to-Face Engagements, Phone Inquiries, Email Correspondence
- **Ticketing Systems:** Reservation Systems, Inventory Tracking Platforms, Customer Feedback Interfaces
- **Collaboration Platforms:** Team Messaging Apps, Video Conferencing Tools, Document Sharing Solutions
- **Performance Tracking Tools:** Feedback Surveys, Productivity Metrics, Operational Dashboards
- **Problem Resolution Strategies:** Active Listening, Empathy, Creative Problem Solving
- **Work Scheduling Software:** Shift Management, Availability Tracking, Team Coordination Tools
- **Customer Experience Platforms:** Survey Implementation, Review Analysis, User Experience Testing
- **Basic Accounting Tools:** Invoicing Systems, Expense Tracking Applications, Financial Reporting Software

SKILLS

- Customer Service Excellence
- Team Collaboration
- Adaptability
- Technical Proficiency

- Effective Communication
- Flexibility
- Attention to Detail
- Service Orientation
- Data Entry and Management
- Time Management
- Interpersonal Skills
- Professionalism
- Problem-Solving
- Conflict Resolution
- Critical Thinking

PROFESSIONAL AFFILIATIONS

- Member of the National Association of Customer Service Professionals
- Active participant in local community service initiatives focused on customer engagement

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST