

# Thao Walton

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## SUMMARY

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Dynamic professional with over five years in customer service, specializing in boosting client relations and enhancing communication processes. Committed to problem solving by analyzing data trends to drive improvements and develop actionable insights. Collaboratively engages with production teams and clients, emphasizing strong relationship management, compliance adherence, and operational efficiency. Passionate about fostering environment that promotes customer satisfaction. Eager to leverage extensive experience for process enhancements and team success at Powerhouse Solutions.

## EXPERIENCE

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### Senior Customer Service Specialist

January 2022 - Present

Innovative Solutions Inc.

*Aurora, IL*

Lead customer service initiatives as the primary liaison between clientele and production teams. Drive enhancements through comprehensive analysis of customer feedback and emerging data trends.

- Facilitate seamless order fulfillment and ensure high levels of customer satisfaction through continuous engagement.
- Identify trends within customer communications to implement proactive solutions that enhance user experiences.
- Collaborate cross-departmentally to convey customer needs effectively, aligning resources for optimized delivery.
- Train new associates on best practices regarding customer inquiry resolution and satisfaction strategies.

### Customer Service Associate

March 2020 - December 2021

Customer Connect Group

*Peoria, IL*

Focused on elevating service quality by managing customer inquiries and enhancing training materials for operational efficiency.

- Addressed diverse customer concerns, maintaining high satisfaction rates through dedicated follow-up.
- Created training resources that streamlined customer communication protocols, promoting consistent service excellence.
- Engaged various departmental teams aimed at cultivating improved interdepartmental cooperation for service enhancements.
- Utilized feedback mechanisms ensuring responsiveness to real-time customer needs and preferences.

### Junior Customer Service Representative

June 2018 - February 2020

Tech Solutions Co.

*Champaign, IL*

Gained foundational experience providing frontline support while engaging fully with escalating complex consumer situations.

- Managed day-to-day queries efficiently, ensuring prompt resolution and higher retention levels.
- Assisted in evaluating complaints and analyzing shifts in customer sentiment across channels.
- Collaborated with seniors to refine communication techniques based on consumer behavior analysis.
- Maintained an organized database to track service interactions, contributing to improved systemic enhancements.

## LEADERSHIP & AWARDS

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- Outstanding Customer Service Award - Innovative Solutions Inc. - 2023
- Excellence in Team Collaboration - Customer Connect Group - 2021

## EDUCATION

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### Bachelor's Degree in Communication

2018

University of Illinois GPA: 3.5

*Champaign, IL*

**Coursework:** *Communication Theory, Interpersonal Communication, Public Relations, Business Communication*

## CERTIFICATIONS

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- Certified Customer Service Professional (CCSP) 📅 2021
- Advanced Relationship Management Course 📅 2023

## TECHNICAL SKILLS

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- **Relationship Management Tools:** Salesforce, HubSpot, Zendesk
- **Data Analysis Tools:** Excel, Google Analytics, SQL
- **Collaboration Software:** Microsoft Teams, Slack, Zoom
- **Project Management Tools:** Asana, Trello, JIRA

- **Training Development Tools:** Articulate, SurveyMonkey, Canva
- **Customer Feedback Platforms:** Trustpilot, Qualtrics, NPS
- **Communication Software:** Outlook, Gmail, Skype
- **Analytics Software:** Tableau, Power BI, Google Data Studio
- **CRM Systems:** Zoho CRM, Freshworks, Pipedrive
- **Documentation Tools:** Confluence, Notion, SharePoint

**SKILLS**

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- Data Analysis
- Customer Relationship Management
- Problem Solving
- Effective Communication
- Team Collaboration
- Feedback Evaluation
- CS Training Development
- Trend Analysis
- Process Improvement
- Client Satisfaction

**PROFESSIONAL AFFILIATIONS**

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- Member, National Customer Service Association
- Volunteer, Local Food Bank Community Outreach

**LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

**ADDITIONAL INFORMATION**

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

**REFERENCES**

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AVAILABLE ON REQUEST