



Thao Walton

Senior Customer Service Associate

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STRENGTHS

- Empathy**
 Understanding customers' emotions fosters deeper connections. Often raised issues with compassion led to thoughtful resolutions.
- Analytical Skills**
 Examining data drives strategy. Analyzed customer trends frequently pinpointing vital touchpoints for operational enhancements.
- Effective Communication**
 Clear communication opens dialogues. Developed key training manuals that enhanced community amongst staff and clients.
- Team Collaboration**
 Working with others strengthens outcomes. Coordinated efforts resulted in solidified strategies during busy peak times.
- Problem Solving**
 Creative solutions improve workflows. Addressed inefficiencies which improved service standards and response time.

SKILLS

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

SUMMARY

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

Senior Customer Service Specialist

Innovative Solutions Inc. 📅 January 2022 - Present 📍 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

Customer Connect Group 📅 March 2020 - December 2021 📍 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

Tech Solutions Co. 📅 June 2018 - February 2020 📍 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

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

Process Improvement

Client Satisfaction

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Senior Customer Service Specialist at Innovative Solutions Inc. (4.4 Years)
- Customer Service Associate at Customer Connect Group (1.8 Years)
- Junior Customer Service Representative at Tech Solutions Co. (1.7 Years)

EDUCATION

Bachelor's Degree in Communication

University of Illinois 🎓 GPA: 3.5 📅 2018 📍 Champaign, IL

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

CERTIFICATIONS

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

TECHNICAL SKILLS

- **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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST