

# Eliza Cannon

## Small Business Customer Service Representative

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### STRENGTHS

- Active Listening**  
Demonstrated ability to empathize with customers during challenging interactions, often resolving disputes effectively.
- Adaptability**  
Thrived amidst fluctuating workflow demands; developed versatility in handling various customer scenarios.
- Conflict Resolution**  
Handled escalated customer concerns naturally; peers sought advice on de-escalating situations successfully.
- Effective Communication**  
Encouraged team collaboration by transparently sharing updates which built department rapport among coworkers.
- Team Collaboration**  
Regularly facilitated meetings sharing best practices, making the team's workflow smoother and more productive.

### SKILLS

- CRM Software
- Communication Skills
- Time Management
- Problem-Solving
- Customer Engagement
- Empathy Skills
- Process Improvement Data Entry
- Multi-tasking
- Efficiency Optimization
- Payment Processing
- Remote Collaboration
- Verbal Communication

### SUMMARY

Motivated customer service representative passionate about enhancing customer relationships through effective communication. Over three years dedicated to addressing client inquiries, managing accounts, and processing payments with care and accuracy. Expertise in maintaining organization while adapting quickly to fast-paced environments. Committed to supporting customers with empathy and professionalism, consistently achieving high satisfaction ratings. Seeking to bring strong problem-solving abilities and a collaborative spirit to Tech Solutions Inc., contributing to the overall success of the team.

### EXPERIENCE

#### Customer Support Specialist

Brightwave Solutions 📅 June 2024 - Present 📍 Chicago, IL

Manage customer inquiries and provide resolutions efficiently by displaying a positive demeanor. Proactively assist users with service requests, ensuring their needs are met with professionalism. Maintain accurate records of account interactions and closely monitor unresolved issues for timely follow-ups.

- Deliver top-notch support focused on solving inquiries and enhancing customer satisfaction.
- Engage with customers through diverse communication channels, creating tailored responses.
- Track individual performance metrics while configuring account information appropriately.

#### Customer Service Associate

CloudTech Services 📅 January 2023 - May 2024 📍 Naperville, IL

Developed solutions for varied customer requests, emphasizing quick turnaround times. Engaged effectively in high-volume engagements, ensuring every interaction was meaningful. Contributed insights to streamline operations and elevate service standards across the team.

- Provided exceptional support to clients, addressing and resolving inquiries promptly.
- Managed payment processing tasks with accuracy and created personalized payment plans.
- Collaborated with colleagues to identify areas of improvement, optimizing workflows.

#### Intern

Innovate Corp. 📅 June 2022 - December 2022 📍 Chicago, IL

Supported the customer service unit by responding swiftly to client queries. Strengthened communication competencies by actively engaging with a variety of customers. Assisted team members in tracking account data, gaining valuable insights into customer engagement strategies.

- Responded effectively to customer inquiries, demonstrating active listening skills.
- Helped streamline incoming query processes, making them more efficient for future interactions.
- Participated in practice brainstorming sessions that produced actionable feedback for enhancing service quality.

### LEADERSHIP & AWARDS

- Customer Service Excellence Award in 2025 at Brightwave Solutions.
- Employee Recognition Program Winner (2023), CloudTech Services.

### EDUCATION

#### Bachelor's Degree in Communication

University of Illinois 🎓 GPA: 3.8 📅 2022 📍 Champaign, IL

**Coursework:** Communication Theory, Public Relations, Marketing Strategies, Media Writing

### CERTIFICATIONS

- Customer Service Certification 📅 2023
- Conflict Resolution Advisor Training 📅 2024

Professionalism Inquiry Handling

Account Management

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Customer Support Specialist at Brightwave Solutions (2 Years)

● Customer Service Associate at CloudTech Services (1.3 Years)

● Intern at Innovate Corp. (6 Months)

## TECHNICAL SKILLS

- **Customer Support Tools:** Zendesk, Freshdesk, LiveChat
- **Communication Platforms:** Slack, Microsoft Teams, Zoom
- **Productivity Software:** Google Workspace, Microsoft Office, Asana
- **Payment Systems:** Square, PayPal, Stripe
- **Data Analysis Tools:** Excel, Tableau, Google Analytics
- **Database Management:** Access, Airtable, MySQL
- **Social Media Management:** Hootsuite, Buffer, Sprout Social
- **Feedback Tools:** SurveyMonkey, Typeform, Google Forms
- **Virtual Meeting Software:** Skype, Cisco WebEx, GoToMeeting
- **Project Management:** Trello, Monday.com, JIRA

## PROFESSIONAL AFFILIATIONS

- Member of the National Customer Service Association since 2023.
- Participant in local community outreach programs focusing on customer education.

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST