

KEVIN WILSON

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

(123) 456-7890
email@example.com
LinkedIn
City, State Abbreviation Zipcode

EDUCATION

HIGH SCHOOL DIPLOMA • SEPTEMBER
2018 – JUNE 2022

Shortridge High School,
Indianapolis, IN

KEY SKILLS

Cash handling
Conflict resolution
HubSpot
Sales and upselling
Teamwork and collaboration
Troubleshooting

CERTIFICATIONS

HubSpot Service Hub Certification,
HubSpot Academy, 2022
CPR Training, American Red Cross,
2022

PROFILE

Bilingual customer service representative fluent in Spanish with over four years of experience working in customer-facing roles. Prioritizes customer satisfaction by effectively handling inquiries, managing detailed records, and providing comprehensive product knowledge. Maintains patience and composure under pressure in a fast-paced service environment.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE • AUGUST 2022 – PRESENT

Seaside Plumbing and Heating • Fort Wayne, IN

- Manage over 50 customer inquiries per day, providing product support and troubleshooting advice
- Collaborate with technical team to update service guidelines around the most common customer heating and plumbing issues
- Implement a new company-wide triage system to optimize and reduce call handling times by 30%
- Maintain composure with customers facing product issues using de-escalation techniques
- Support the sales team by generating an additional \$15,000 in upsells in 2023

SALES ASSOCIATE • MAY 2019 – JULY 2022

Staples • Indianapolis, IN

- Assisted customers in finding products for their home and work office needs
- Processed over 75 daily transactions and promoted the company's rewards program
- Collaborated with coworkers to achieve and maintain a customer satisfaction score of more than 95% for the duration of employment
- Trained new sales associates in customer service, sales techniques, and office supply product knowledge
- Handled cash responsibly, maintaining a 100% transaction accuracy rate