

EMILY GARCIA

(123) 456-7890 email@example.com LinkedIn | Portfolio City, State Abbreviation zip code

PROFILE

Dedicated and results-oriented customer service representative with over seven years of experience. Proven track record of delivering exceptional support for Software as a service (SaaS) companies. Strong foundation in communication and multitasking. Thrives in dynamic customer-centric roles, providing unparalleled service remotely.

RELEVANT SKILLS

Customer service

- Assisted customers with complex cases, reducing escalations by 19%
- Communicated customer requests to the product team, contributing to our efforts to put the users first and improve software performance
- Dedicated two hours each week to learn about our software and current blockers, making it easier to solve problems and keep customers happy

Effective communication

- Interacted with customers via their preferred method of communication (phone, email, or live chat) to maintain a 98% satisfaction rating
- Translated complicated concepts, making it easier for customers to understand
- Created a Slack thread to maintain constant communication with over 20 staff from the product and sales teams

Troubleshooting

- Discovered a recurring login problem attributed to outdated browser compatibility, leading to a 17% reduction in login-related support tickets
 - Put together a step-by-step guide for customers when our product experienced a temporary service interruption, allowing them to continue working with limited disruptions
 - Helped a customer who was struggling for weeks with data syncing by identifying and adjusting an issue with their firewall settings
-

EDUCATION

Associate of Science (A.S.) Business Management

Portland Community College, Portland, OR, September 2020 – June 2022

PROFESSIONAL EXPERIENCE

Customer Service Representative

DataWave Solutions, Medford, OR

February 2016 - July 2017

Customer Service Representative

Cloud Innovations, San Jose, CA

May 2014 – November 2018