E M I L Y G A R C I A

(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 February 2016 - July 2017

DataWave Solutions, Medford, OR

**Customer Service Representative May 2014 – November 2018**

Cloud Innovations, San Jose, CA