

Cameron Malfara

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Profile

- Hard-working customer success manager with a proven track record for reducing case resolution times and elevating customer satisfaction ratings. Knowledge of multiple customer communication platforms. Known for diligent reporting and empathetic nature.

Education

- Bachelor of Arts, (B.A.), Marketing | UNIVERSITY OF MINNESOTA, Minneapolis, MN | December 2018

Key Skills

- Communication
- Complex problem-solving
- Conflict management
- Critical thinking
- Empathy
- Interpersonal skills
- Time management

Professional Experience

CUSTOMER SUCCESS MANAGER | APEX SOLUTIONS, MINNEAPOLIS, MN | JUNE 2020 – PRESENT

- Engage with customers by live chat, email, phone, and social media
- Manage company online reviews, addressing complaints with proactive messaging, raising review star ratings from 3.8 to 4.3 in one year
- Streamline customer handling processes
- Seek new sales opportunities with existing customers by promoting complementary services, increasing sales penetration rate by 27%

CUSTOMER SUPPORT REPRESENTATIVE | ABC PEST CONTROL SERVICES, MINNEAPOLIS, MN | MARCH 2019 - MAY 2021

- Field customer calls for service and address requests for proposals
- Suggest quarterly pest control programs, boosting sales of programs by 15% during the first three months of employment
- Reply to customer feedback in a prompt and transparent manner