



Kevin Wilson

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, Seaside Plumbing and Heating | Fort Wayne, IN

AUGUST 2022 – PRESENT

- 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 | Staples | Indianapolis, IN

MAY 2019 – JULY 2022

- 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

Certifications

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

Location

City, State Abbreviation Zip Code

Phone

(123) 456-7890

Email

email@example.com

Website

LinkedIn | Portfolio

Key skills

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

Education

Shortridge High School,
Indianapolis, IN
SEPTEMBER 2018 – JUNE 2022
HIGH SCHOOL DIPLOMA