

AC

AMANDA CLARK

Dedicated Remote Professional Skilled in Digital Customer Support


Experienced in managing virtual customer service operations focusing on efficiency and client satisfaction. Proficient in utilizing digital tools to streamline communication and issue resolution.

CONTACT

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

 Minneapolis, MN 12345

KEY SKILLS

- Digital communication tools (e.g., Zoom, Slack)
- CRM platforms (e.g., HubSpot, Salesforce)
- Remote team collaboration
- Virtual troubleshooting and support
- Workflow optimization

EDUCATION

Bachelor of Arts in Communications
State University, City, ST | May 2018

PROFESSIONAL EXPERIENCE

Remote Customer Service Representative | VirtualAssist Solutions, City, ST

January 2020 to present

- Handled 100+ customer inquiries daily through chat and email, achieving a 96% resolution rate
- Streamlined remote workflows, reducing average response time by 15%
- Trained new hires on virtual platforms, enhancing team efficiency by 20%

Virtual Customer Support Agent, DigitalHelp LLC, City, ST

June 2018 – December 2019

- Provided technical and account support for clients across five time zones, ensuring 24/7 availability
- Resolved 85% of customer issues without escalation through effective troubleshooting
- Implemented a feedback system that improved customer experience ratings by 18%