Personal

<mark>Name</mark> Starr Jennings

Address 3399 SW Castleton Drive Savannah, GA 12345

Phone number 123-654-9870

Email

Starr Jennings

Knowledgable and versatile Customer Service Representative with over 9 years of experience in telephone call centers positions, including customer support, tech support, and sales. Adept with all major types of customer service software, conflict resolution, and keeping the workplace positive. Seeking a position to use my proven skills to fill a managerial role for ZZZ Company.

Work experience

Customer Service Team Lead

Sep 2018 - Jan 2022

Zimm's Media Co., Savannah

- Handled 100+ calls daily to help sign up new customers, update customer data, provide relevant service information, and chance or cancel services.
- Trained new employees on how to use company software, enter customer data, and organize customer interaction logs.
- Received an average of 90% customer satisfaction ratings, 10% higher than the average of other CSRs.
- Recommended a new way to convince customers to continue with services to create a 5% decline in cancellations.

Customer Service Representative

Feb 2013 - Aug 2018

Orkiel Technologies, Savannah

- Memorized the line of company products and services, including special discounts and normal prices.
- Provided expert technical support to customers for a wide array of products with a resolution rate of 90%.
- Remained calm and courteous during all customer interactions, even with dissatisfied customers.

Education and Qualifications

High School Diploma

Sep 2011 - Mar 2015

Savannah High School, Savannah

A+ Customer Care

2019

WorkLifeBalance

Skills

Problem-solving

Conflict resolution

Excel and Microsoft

Time management

Dependability

References

Clayton Morris

Zimm's Media Co.

Available on Request

Bob Sweetson

Orkiel Technologies

Available on Request

Available on Request

Heidi Drillton

Orkiel Technologies