



Dan Clark

Customer Service Representative

Profile

Energetic Customer Service Representative with three years' work tenure in resolving complex customer inquiries. Passionate about building sustainable customer relationships, driving brand loyalty, and increasing customer engagement.

Employment History

Customer Service Representative at Ding Dong Telecoms, San Francisco

January 2019 – Present

Manage to solve any problems that may arise, by responding to messages within 60 seconds, thereby improving customer service ratings by 25%

- Handle inbound calls from credit card cardholders
- Assist cardholders with account queries, billing issues, payment arrangements, financial planning and service promotions
- Help customers with credit line increases/decrease inquiries, disputes, and account education
- Collaborate with clientele to resolve credit card disputes, written or verbal
- Allocate payments directly into customers' accounts, complying to customer and company specifications
- Maintain and exceed the bank's established quality, compliance, and customer service standards
- Document each customer's account accessed with information provided including the outcome of the call

Live Chat Service Agent at ABC Banking Group, San Antonio

January 2018 – December 2018

Engage with 80 clients per day via the live messaging system and resolve 90% of queries

- Handle inbound message queries from clients via the live chat platform
- Assist subscribers with account queries, billing issues, payments
- Aim to solve any problems that may arise, by responding to messages within 60 seconds
- Answer customer questions promptly and if the queries are more complex, update them with feedback and anticipated waiting time
- Follow set out protocols to they must listen carefully to resolve the issue or answer the question
- Document written chats and also the results categorized as query solved or query escalated to call center department
- Provide real-time support and give clients helpful links to Q&A sites to assist them with their issues
- Offer clients access to company URL's for extra information about new products and services

Details

1515 Pacific Ave, Los Angeles, CA
90291, United States
email@example.com

Place of birth

San Antonio

Nationality

American

Driving license

Full

Links

[Instagram](#)

[Facebook](#)

Skills

Time Management

Record Keeping

Client Interaction

Client Relations

Collaboration Tools

CRM Platforms

Call Centre

Typing

Quality Control

Negotiation

Financial Products

Languages

English

Spanish

- Keep track of general patterns when communicating with customers and sharing these with the service department

Financial Customer Service Representative at Blue Moon Debt & Mortgages, San Diego

March 2016 – December 2017

On a monthly basis an average of 25 – 38 customers receive assistance to refinance finance their credit card debt, due to personal financial problems like layoffs or unforeseen health complications

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Education

BA in Service Management - Mass-Market Retail Enterprise Management, Ashford University, Los Angeles

March 2016 – March 2018

GPA: 3.8

Majors: Sales Management, Retail Administration

Minors: Retail Merchandising, Retail Advertising, Retail Pricing Accounting

Accolades: Top student from 2016 - 2018

Certified Client Service Professional (CCSP), Oakload College, Indianapolis

December 2013

High School Diploma, Chris Jones High School,, Tampa

December 2012

Completed with full honors colors in Academics, Sports and Volunteering

Courses

Financial Customer Service Representative, Inres College, CA

January 2014

Extra-curricular activities

Volunteer at Andango Animal Shelter, Los Angeles

August 2015 – Present