

DAN CLARK

Customer Service Representative

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](#)

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.

EXPERIENCE

❖ **Customer Service Representative, Ding Dong Telecoms** Jan 2019 – Present

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

San Francisco

- 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, ABC Banking Group** Jan 2018 – Dec 2018

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

San Antonio

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

❖ **Financial Customer Service Representative, Blue Moon Debt & Mortgages** Mar 2016 – Dec 2017

San Diego

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

❖ **Ashford University** Mar 2016 – Mar 2018
BA in Service Management - Mass-Market Retail Enterprise Management Los Angeles

GPA: 3.8

Majors: Sales Management, Retail Administration

Minors: Retail Merchandising, Retail Advertising, Retail Pricing Accounting

Accolades: Top student from 2016 - 2018

❖ **Oakload College** Dec 2013
Certified Client Service Professional (CCSP) Indianapolis

❖ **Chris Jones High School,** Dec 2012
High School Diploma Tampa

Completed with full honors colors in Academics, Sports and Volunteering

SKILLS

Time Management	Record Keeping
Client Interaction	Client Relations
Collaboration Tools	CRM Platforms
Call Centre	Typing
Quality Control	Negotiation
Financial Products	

LANGUAGES

English *Native speaker* Spanish *Good working knowledge*

COURSES

❖ **Financial Customer Service Representative** Jan 2014
Inres College, CA

EXTRA-CURRICULAR ACTIVITIES

❖ **Volunteer** Aug 2015 – Present
Andango Animal Shelter Los Angeles