



# Dan Clark, Customer Service Representative

LOS ANGELES, CA 90291, UNITED STATES · email@example.com

## DETAILS

1515 Pacific Ave

Los Angeles, CA 90291, United States

DATE / 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

## 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, Ding Dong Telecoms

Jan 2019 – Present, San Francisco

*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, ABC Banking Group

Jan 2018 – Dec 2018, San Antonio

*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
- 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*

- 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

English

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Spanish

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## EDUCATION

### **Ashford University, BA in Service Management - Mass-Market Retail Enterprise Management**

Mar 2016 – Mar 2018, 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, Certified Client Service Professional (CCSP)**

Dec 2013, Indianapolis

### **Chris Jones High School,, High School Diploma**

Dec 2012, Tampa

*Completed with full honors colors in Academics, Sports and Volunteering*

## COURSES

### **Financial Customer Service Representative, Inres College, CA**

Jan 2014

## EXTRA-CURRICULAR ACTIVITIES

### **Volunteer, Andango Animal Shelter**

Aug 2015 – Present, Los Angeles