



# Dan Clark

Customer Service Representative

ADDRESS	1515 Pacific Ave, Los Angeles, CA 90291, United States	EMAIL	email@example.com
PLACE OF BIRTH	San Antonio	NATIONALITY	American
DRIVING LICENSE	Full	LINKS	<a href="#">Instagram</a> , <a href="#">Facebook</a>

## 01 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.*

## 02 EMPLOYMENT HISTORY

Jan 2019 – Present  
San Francisco

### Customer Service Representative at Ding Dong Telecoms

*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

Jan 2018 – Dec 2018  
San Antonio

### Live Chat Service Agent at ABC Banking Group

*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

Mar 2016 – Dec 2017

San Diego

## Financial Customer Service Representative at Blue Moon Debt & Mortgages

*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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## 03 EDUCATION

Mar 2016 – Mar 2018

Los Angeles

### Ashford University

BA in Service Management - Mass-Market Retail Enterprise Management

GPA: 3.8

Majors: Sales Management, Retail Administration

Minors: Retail Merchandising, Retail Advertising, Retail Pricing Accounting

Accolades: Top student from 2016 - 2018

Dec 2013  
Indianapolis

## Oakload College

Certified Client Service Professional (CCSP)

Dec 2012  
Tampa

## Chris Jones High School,

High School Diploma

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

### 04 SKILLS

Time Management

Client Interaction

Collaboration Tools

Call Centre

Quality Control

Financial Products

Record Keeping

Client Relations

CRM Platforms

Typing

Negotiation

### 05 LANGUAGES

English



Spanish



### 06 COURSES

Jan 2014

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

### 07 EXTRA-CURRICULAR ACTIVITIES

Aug 2015 – Present  
Los Angeles

**Volunteer in Andango Animal Shelter**