

Muhammed Estrada

mestrada@gmail.com

123.456.7890

linkedin.com/in/mestrada

CUSTOMER SERVICE REPRESENTATIVE

Customer Service Representative Summary

- Motivated Customer Service Representative with 5+ years experience helping companies drive 90% first call resolution rates while reducing customer complaints across diverse portfolios.
- Developed customer engagement initiatives resulting in a 15% increase in retention rates at Four Points.
- Exceeded upsell conversion targets generating over \$100,000 in revenue from existing customers at Homeowner Solutions.
- Expertly resolved customer issues resulting in a 30% decrease in customer complaints at Pathway.
- Won awards for Culture and Highest attainment at Four Points in 2021 and 2022.

Work History

Customer Service Rep Homeowner Solutions

June 2022 - Present

- Achieved a 90% first call resolution rate, resolving customer inquiries on the first point of contact.
- Consistently exceeded upsell conversion targets, generating over \$100,000 in revenue from existing customers.
- Collaborated with the marketing team to promote new products and services, resulting in a 20% increase in overall sales.
- Collaborated with cross-functional teams to resolve customer issues, resulting in a 25% reduction in customer complaints

Wellness Coach Four Points

February 2020 - June 2022

- Coached over 50 clients in various areas of wellness, including nutrition, exercise, and stress management, helping them to achieve their personal goals and improve their quality of life.
- Developed and led group fitness classes and workshops, increasing customer retention rates by 15%.
- Managed customer accounts and billing, ensuring timely processing of payments and a 98% on-time payment rate.
- Trained and coached new wellness advisors, resulting in a 30% improvement in sales performance

Customer Support Specialist Pathway

September 2018 - February 2020

- Assisted an average of 40 customers per day via phone and email, resulting in a customer satisfaction rating of 98%
- Resolved customer issues related to billing, shipping, and product inquiries, resulting in a 30% decrease in customer complaints
- Contributed to the development of customer support training materials and knowledgebase articles, resulting in a 25% reduction in the average handle time for customer inquiries

Education

Bachelor's Degree in Business Administration University of South Carolina

August 2014 - May 2018

Carolina High School

August 2010 - May 2014

Skills

Communication



Time Management



Computer Literacy



Organization



Bilingual



Sales

