

# REBECCA WARE

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## CUSTOMER SERVICE SUMMARY

- Creative Customer Service Representative with 6+ years experience helping companies drive 90%+ satisfaction rates while reducing customer complaints across diverse client portfolios
- Delivered exceptional customer service resulting in 95%+ satisfaction rate at CQRT
- Overhauled support process resulting in 35% decrease in customer complaints over 2 years at Samba
- Led volunteering efforts for GHI (NGO) driving 25% increase in community engagement for quarterly food drives

## WORK EXPERIENCE

### Customer Service Representative CQRT

June 2022 - Present

- Responded to customer inquiries through phone, email, and live chat, delivering personalized solutions that exceeded customer expectations and resulted in a 95% satisfaction rating.
- Managed a high volume of customer interactions, exceeding performance targets and achieving an average handle time of 8 minutes.
- Collaborated with cross-functional teams to identify and implement process improvements, resulting in a 10% increase in customer satisfaction.

### Technical Support Specialist Samba

April 2020 - May 2022

- Resolved technical issues for customers and provided product support, resulting in a 35% reduction in customer complaints and a 90% first call resolution rate.
- Trained and mentored new hires, contributing to the development of a high-performing team and a 15% increase in team efficiency.
- Collaborated with cross-functional teams to identify and resolve customer pain points, improving the overall customer experience and achieving a customer retention rate of 95%.

### Retirement Services Specialist Phlaxis

May 2017 - April 2020

- Served as a subject matter expert in handling routine client requests, ensuring seamless customer service and a 98% customer satisfaction rating.
- Resolved customer concerns with pre-defined solutions, resulting in a 30% increase in first call resolution rate.
- Answered non-technical questions regarding ADP products, learned and navigated ADP systems, and provided consultation to less-experienced specialists on the team, resulting in a 20% increase in team efficiency.

## EDUCATION

### Associates Degree in Business Administration University of New Hampshire

September 2015 - May 2017

### High School Horizon Heights High School

September 2011 - May 2015

## SKILLS

Client Relationships



Customer Service



Collaboration



Communication



Time Management



Organization

