

Syed Moody

CUSTOMER SERVICE REPRESENTATIVE

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Customer Service Representative Summary

- Creative Senior-Level Customer Service Representative with 5+ years of experience helping companies increase customer retention by an average of 30%
- Spearheaded interdepartmental initiative to identify and resolve customer issues, resulting in a 25% improvement in operational efficiency at Alliance Group.
- Developed customer service policies that resulted in a 25% reduction in customer complaints at Capital Services.
- Mentored high school students in financial literacy from 2018 to 2020.

Work Experience

Senior Client Success Manager Ponderosa Credit Union

January 2021 - Present

- Trained and mentored junior representatives, resulting in 95% of them being able to deliver excellent service to clients.
- Worked closely with other departments, including sales, marketing, and operations, to ensure that 100% of client needs were met and exceeded.
- Developed and maintained strong relationships with key clients, resulting in a 20% increase in client retention and revenue.

Customer Service Manager Alliance Group

May 2018 - January 2021

- Managed a team of customer service representatives, ensuring that they maintained an 95% customer satisfaction rate.
- Worked with other departments to identify and resolve customer service issues, resulting in a 25% improvement in operational efficiency and a 10% increase in revenue.
- Analyzed customer feedback and trends to identify areas for improvement and implemented solutions that resulted in a 5% increase in customer satisfaction.

Customer Service Representative Capital Services

June 2015 - May 2018

- Developed strong relationships with clients, resulting in a 35% increase in customer retention.
- Worked with other departments to identify and resolve customer service issues, resulting in a 15% increase in efficiency.
- Assisted in the development of customer service policies and procedures, resulting in a 25% reduction in customer complaints.

Education

Masters Degree in Business Administration University of Texas

August 2013 - May 2015

Bachelor's Degree in Marketing Texas Tech University

August 2009 - May 2013

Dallas County High School

August 2005 - May 2009

Skills

Communication Organization Conflict Resolution Time Management



Interests

Chicago-style deep dish pizza, reading fantasy novels, crafting coffeehouse-worthy lattes.