

JORDAN TAYLOR

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CUSTOMER SERVICE REPRESENTATIVE SUMMARY

- Experienced CSR with 5+ years managing customer communications.
- Boosted customer satisfaction scores by 20% at Helix Solutions.
- Reduced call handling time by 30% at Verity Communications.
- Recipient of CSR of the Year 2022 Award.

WORK EXPERIENCE

Customer Service Representative Helix Solutions

January 2019 - Present

- Enhanced customer interaction protocols, raising satisfaction scores by 20%.
- Implemented a CRM system, improving data management and response time.
- Trained 30+ new employees, fostering a team-oriented environment.

Customer Support Associate Verity Communications

June 2016 - December 2018

- Managed daily call flows, reducing average customer wait time by 15%.
- Resolved customer issues, resulting in a 30% reduction in call handling time.
- Contributed to the creation of monthly performance reports.

Dynamic Support Solutions Customer Care Intern

August 2015 - May 2016

- Assisted in handling 50+ customer interactions per day.
- Supported the rollout of a new loyalty program, enhancing customer retention.
- Participated in weekly training sessions to improve product knowledge.

EDUCATION

Bachelor of Arts in Communication State University

September 2011 - May 2015

INTERESTS

- Hiking and Outdoor Activities
- Reading Science Fiction
- Participating in Community Theatre

SKILLS

CRM



Conflict Resolution



Data Entry



Team Training



Performance Reporting

