

# Jessica Chen

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CUSTOMER SERVICE REPRESENTATIVE

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## Customer Service Representative Summary

- Experienced professional with 5+ years in customer service, specializing in the fitness and wellness industry.
  - Increased member retention by 25% through personalized service initiatives at FitWell Centers.
  - Spearheaded a wellness program that improved client health outcomes and satisfaction by 40%.
  - Multilingual in Mandarin and English, with a strong commitment to enhancing patient care.
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## Work History

### Membership Coordinator FitWell Centers

February 2018 - Present

- Developed and implemented service strategies that increased membership retention by 25%.
- Managed customer inquiries, resolving issues with a 95% satisfaction rate.
- Organized health and wellness workshops that enhanced community engagement and wellness.

### Customer Service Specialist Holistic Health Products

July 2015 - January 2018

- Provided expert advice on health products, significantly improving customer decision-making and satisfaction.
- Handled up to 100 customer interactions daily, maintaining detailed records and follow-up actions.
- Assisted in the development of an online customer portal, enhancing user experience and accessibility.

### Wellness Program Assistant Community Health Initiative

August 2014 - June 2015

- Coordinated with healthcare professionals to deliver community-based health programs.
  - Assisted in tracking program outcomes, contributing to a 40% improvement in participant health metrics.
  - Supported marketing efforts to increase program awareness and participation.
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## Education

### Bachelor of Science in Health Sciences Boston University

September 2010 - May 2014

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## Skills

### CRM



### Communication



### Health Education



### Program Management



### Problem Solving



## Interests

- Volunteering at Local Health Clinics
- Practicing Yoga and Meditation
- Participating in Marathons