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| A person looking to the right | |  | jordan ellis |
| Customer Service Specialist |
| contact (123) 456-7891 [jordanellis@email.com](mailto:janedoe@email.com)  LANGUAGES  English  Spanish  SKILLS   * CRM software proficiency * Excellent communication * Conflict resolution * Team collaboration   CertificationS   * Customer Service Certification (CSC) * Certified Customer Experience Professional (CCEP) |  |  | Profile Detail-oriented Customer Service Specialist with a rich blend of hands-on experience and theoretical knowledge in managing customer relations, troubleshooting, and team collaboration. Seeking a challenging role that values problem-solving skills, a proactive approach, and a commitment to enhancing customer satisfaction and organizational performance.  EDUCATION HISTORY Associates Degree in Business Administration, Jan 2016 Seattle Community College, Seattle, WA  WORK EXPERIENCE Lead Graphic Designer, Tech Solutions, Dec 2019 - Present  * Assisted in improving customer service protocols, which increased customer satisfaction by 20%.  Customer Support Representative, Gadget Store, Aug 2017 - Dec 2019  * Successfully managed multiple customer inquiries, maintaining a high level of customer satisfaction. |