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| A person looking to the right |  | jordan ellis |
| Customer Service Specialist |
| contact (123) 456-7891 jordanellis@email.comLANGUAGESEnglishSpanishSKILLS* CRM software proficiency
* Excellent communication
* Conflict resolution
* Team collaboration

CertificationS* Customer Service Certification (CSC)
* Certified Customer Experience Professional (CCEP)
 |  |  | ProfileDetail-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 HISTORYAssociates Degree in Business Administration, Jan 2016Seattle Community College, Seattle, WAWORK EXPERIENCELead 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.
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