jordan ellis

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# OBJECTIVE

Motivated Customer Service Representative, bringing over 5 years of enriching experience in the customer service domain. Proven track record in resolving customer issues effectively, nurturing customer relationships, and enhancing overall customer satisfaction. Seeking an opportunity to apply a diverse skill set, solid work ethic, and a passion for customer service to generate a positive impact on organizational success and customer experience.

# EXPERIENCE

## Customer Service Supervisor

### Tech Solutions | Seattle, WA June 2021 - Present

* Supervised a team of 15 representatives, improving overall team efficiency by 25%.
* Implemented new CRM system to streamline the customer service process.

## Customer Service Representative

### Tech Solutions | Seattle, WA June 2019 - June 2021

* Resolved an average of 50+ customer inquiries daily via phone, email, and chat.
* Trained 10+ new employees on company customer service policies and service level standards.

# EDUCATION

### **Seattle Community College | Seattle, WA** June 2016

Associate Degree in Business Administration

# Certifications

* Customer Service Certification (CSC)
* Certified Customer Experience Professional (CCEP)

# Skills

* Excellent communication skills
* Problem-solving
* CRM software proficiency
* Time management
* Active Listening
* Conflict Resolution