



JOSHUA JACKSON

Remote Customer Support Service Representative



(555) 123-4567



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Portland, OR

Education

Bachelor of Arts in Communication

2014 - 2018

University of Oregon | Eugene, OR

Skills

CRM Systems
(Zendesk, Salesforce)



Active Listening



Conflict Resolution



Order Management



Multitasking



Links



LinkedIn: /in/joshuajackson

Courses

Certified Customer Service Specialist (CCSS)

National Customer Service Association
(2021)

Zendesk Advanced User Certification (2020)

Professional summary

Customer-focused professional with 7+ years of experience delivering exceptional support in fast-paced environments. Skilled in resolving customer inquiries and maintaining a 97% customer satisfaction score. Adept at using CRM tools and streamlining communication processes to improve efficiency.

Experience

BetterLife Insurance

March 2020 - Now

Remote

Customer Support Representative

- Assist 80+ customers daily via phone, email, and chat, achieving a 95% first-contact resolution rate.
- Improve customer satisfaction by implementing a new FAQ resource, reducing average resolution time by 15%.
- Train new hires on company policies and CRM software, increasing team productivity by 20%.
- Analyze customer feedback trends to suggest service improvements, leading to a 10% increase in customer retention.

Cozy Home Furnishings

June 2018 - February
2020

Seattle, WA

Customer Service Agent

- Resolved product-related inquiries and processed returns for 50+ customers daily.
- Coordinated with the logistics team to ensure timely deliveries and minimized complaints by 10%.
- Received the "Customer Hero" award for exceptional service and feedback.
- Created a step-by-step troubleshooting guide for new products, reducing customer wait times by 12%.