

Robert Johnson
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Profile

Customer service representative with 6+ years of experience supporting sales teams and turning cancellations into satisfied customers. Recognized for exceptional communication and listening skills and great interpersonal skills with a diverse clientele. Proven ability to deliver high customer satisfaction ratings.

Professional Experience

Customer Service Agent, TUV Firm, Alexandria, VA

January 2017-Present

- Handle 50+ escalated customer complaints per day, processing returns, exchanges and changes to service levels
- Train new employees on CRM software to deliver high-quality customer service
- Receive average customer service ratings of 87%, 13% higher than the company average

Customer Support Specialist, WXY Calls, Montgomery County, MD

March 2015-January 2017

- Worked in a high-volume call center processing transactions and assisting with service sign-ups
- Resolved an average of nearly 500 inquiries on a weekly basis while meeting all performance milestones for speed and accuracy
- Helped earn excellent customer service ratings via an external audit, earning 100% in categories such as communication, listening and problem-solving

Education

TUV Firm Customer Service Training

Completed four 3-hour modules including topics such as:

- How to greet and transfer calls
- The importance of building rapport and how to listen
- Clarifying and managing the flow of a conversation
- Conflict resolution
- Maintaining politeness during challenging situations

High School Diploma

HJ High School, White Marsh, MD

Skills

- Microsoft Office Suite
- Multiline telephone systems
- Excellent written and verbal communication
- Highly organized
- Problem solving
- Team leadership