

SUSANNE KING

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EDUCATION

Bachelor of Fine Arts

Temple University,
Philadelphia, PA
September 2012 - June 2016

KEY SKILLS

- Creative problem solving
- Zendesk & Freshdesk at admin level
- Empathetic communication
- Technical troubleshooting
- Using customer feedback to streamline procedures
- Google Drive Suite proficiency

Empathetic and hard-working customer account manager with hands-on experience in SaaS startup businesses. Proven ability to reduce case resolution times and increase overall customer satisfaction. Worked with a variety of customer communication platforms and created procedures for the team to adhere to, improving efficiency in handling customer queries. Diligent with reporting customer feedback and KPI statistics to external and internal stakeholders.

PROFESSIONAL EXPERIENCE

Senior Account Manager

123Graphics, San Francisco, CA | March 2020 - Present

- Assisting with challenging and difficult client interactions
- Actively seeking new sales opportunities with existing customers
- Implementing improved customer care procedures to increase satisfaction levels
- Streamlining the team's customer handling processes to be more efficient
- Exceptional communication via email, live chat, telephone, and social media

Customer Support Superstar

Carjazz, San Diego, CA | February 2019 - March 2020

- Handled new customer queries and complaints via email and telephone
- Reported resolution times and pain points in weekly and monthly meetings
- Replied to public customer feedback in a timely and transparent manner
- Adhered to strict KPIs while ensuring a personalized service
- Solved customer complaints and issues, escalating when needed