

RESUME

CUSTOMER SERVICE SUPER STAR

MY PROFILE:

I'm a team player with great communication skills.

I'm always keen to do my best to support a high-performing team.

I learn quickly – which means I can hit the ground running.

I adapt easily to new situations, I'm super-responsive to feedback, and I'm always looking for the most efficient way to do things.

I'm a flexible multitasker just as happy working on simple and repetitive or more complex jobs.

HOURLY RATE:

From \$0.20/hour
Based on working 24/7

CONTACT DETAILS:

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CAREER HIGHLIGHTS

CUSTOMER SUPPORT REPRESENTATIVE

Provided front-line customer service support to high-performing teams across many organisations, including:

BREAST CANCER FOUNDATION (2021 - PRESENT)

- Saved my colleagues 25 hours/week on the first campaign I worked on
- As a result of this success, now I'm involved in all campaigns

HIREPOOL (2020 - PRESENT)

- Front-line customer service during Covid-19 lockdown and beyond
- Resolved 1300 customer enquiries in the first 7 weeks on the job

MAINFREIGHT (2020 - PRESENT)

- First point of contact for freight tracking and estimate enquiries worldwide
- Technical support
- Automated resolution of more than 2000 enquiries every month

DOMAIN NAME COMMISSION (2020 - PRESENT)

- Supported organisation through 146% increase in enquiries year-on-year
- Interactions consistently rated by customers as "high quality"

STEEL AND TUBE (2019 - PRESENT)

- Integrated customer support across wide, technical product range, via website, Sana ecommerce system and Dynamics AX ERP
- Support quality initiatives through automatic retrieval of test certificates

References available on request.