

Alexandra Martinez

Customer Service Specialist

alexandra.martinez@email.com

[\(555\) 123-4567](tel:(555)123-4567) Austin, TX [LinkedIn](#)

PROFESSIONAL SUMMARY

Dedicated Customer Service Specialist with over 5 years of experience in high-volume call centers and retail environments. Proven track record of resolving complex issues efficiently, improving customer satisfaction scores by 20%, and mentoring new hires. Committed to delivering exceptional service and driving team performance.

EXPERIENCE

Customer Service Specialist

2022 - Present

TechSolve Solutions

- Resolved an average of 60+ customer inquiries per day via phone, email, and chat, maintaining a 95% satisfaction rating.
- Implemented a new ticket triage system that reduced response time by 30% and increased first-contact resolution by 15%.
- Trained and mentored 8 new hires on company protocols and CRM software, resulting in a 25% faster ramp-up time.
- Collaborated with product team to identify recurring issues, leading to a 10% decrease in repeat tickets.
- Recognized as 'Employee of the Month' twice for exceptional customer feedback and teamwork.

Customer Service Representative

2019 - 2022

RetailMax Inc.

- Handled 50+ inbound calls daily, addressing billing, product, and service concerns with a 90% resolution rate on first contact.
- Exceeded sales targets by 15% through upselling and cross-selling during service interactions.
- Developed a FAQ document that reduced repetitive questions by 20% and improved team efficiency.
- Maintained an average call handle time of 4 minutes while ensuring thorough problem resolution.

SKILLS

Core Skills: Active Listening, Conflict Resolution, CRM Software (Salesforce, Zendesk), Product Knowledge, Multitasking, Empathy, Time Management, Microsoft Office Suite, Data Entry, Communication Skills

EDUCATION

B.A. in Communication

2018

University of Texas at Austin