

Raylin Stanhope

Customer Care Representative

Profile

Employment History

Education

Details

raylin.stanhope@gmail.com

(121) 610-1324

123 Main St, Wichita, KS 67202

Dedicated Customer Care Representative with 1 year of experience in providing exceptional service and support to clients. Skilled in addressing customer inquiries, resolving issues, and maintaining strong relationships, while consistently exceeding performance goals. Effective communicator, with a strong ability to adapt to diverse customer needs and foster a positive customer experience.

Customer Care Representative at T-Mobile, KS

May 2023 - Present

- Successfully resolved 95% of customer complaints within the first call, leading to a 30% increase in overall customer satisfaction for T-Mobile KS branch.
- Streamlined the customer feedback process by implementing a new ticketing system, reducing response time by 40% and increasing the efficiency of the customer care team.
- Conducted in-depth training sessions for new hires, resulting in a 20% reduction in training time and a 15% increase in new hire performance.
- Consistently exceeded monthly sales targets by 25%, contributing to an overall growth in revenue for the T-Mobile KS branch.

Associate Customer Care Representative at Concentrix, KS

Jul 2022 - Mar 2023

- Resolved 95% of customer inquiries within the first contact, resulting in a significant decrease in average call wait time and higher customer satisfaction rates.
- Achieved a consistent customer satisfaction rating of 98%, surpassing the company's target of 90% and contributing to Concentrix's reputation for excellent customer service.
- Received "Associate of the Month" award twice for outstanding performance in handling high call volume periods, maintaining an average handle time of under 4 minutes, and providing exceptional customer support.
- Successfully upsold company products and services to 35% of customers, generating an additional \$25,000 in monthly revenue and exceeding sales targets by 20%.

Associate of Applied Science in Customer Service Management at Johnson County Community College, Overland Park, KS

Sep 2018 - May 2022