


# Lyana Callais

## Customer Service Analyst

Dedicated Customer Service Analyst with 1 year of experience in providing exceptional support and driving customer satisfaction. Adept at analyzing customer feedback, identifying trends, and implementing targeted improvements to enhance overall service quality. Proactive problem solver, committed to streamlining processes and fostering positive customer relationships.

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123 Maple Street, Milwaukee, WI   
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### Education

**Bachelor of Arts in  
Business Administration  
with a concentration  
in Customer Service  
Management at University  
of Wisconsin-Madison, WI**

Sep 2018 - May 2022

Relevant Coursework:  
Customer Service Management,  
Marketing Strategies,  
Organizational Behavior,  
Financial Accounting, Business  
Communications, Operations  
Management, Human Resource  
Management, and Strategic  
Management.

### Links

[linkedin.com/in/lyanacallais](https://www.linkedin.com/in/lyanacallais)

### Skills

Salesforce proficiency



Zendesk expertise



LiveChat mastery



Microsoft Dynamics CRM



Intercom adeptness



HubSpot Service Hub



Freshdesk fluency



### Employment History

#### Customer Service Analyst at Zendesk, WI

Feb 2023 - Present

- Successfully resolved 95% of customer inquiries within 24 hours, resulting in a significant improvement in customer satisfaction ratings.
- Streamlined the customer support process by implementing a new ticketing system, reducing average response time by 30%.
- Identified and addressed recurring customer issues, leading to a 20% reduction in support tickets over a six-month period.
- Conducted a comprehensive analysis of customer feedback, leading to the development of a new training program that increased the team's first-call resolution rate by 15%.

#### Associate Customer Service Analyst at American Family Insurance, WI

Sep 2022 - Jan 2023

- Successfully resolved 95% of customer inquiries and complaints within the first call, leading to a 30% decrease in escalated issues and contributing to a 10% increase in overall customer satisfaction ratings.
- Implemented a new feedback system for customers, resulting in a 25% increase in response rates and providing valuable data to improve service quality and address recurring issues.
- Trained and mentored 10 new customer service representatives, leading to a 15% improvement in team performance metrics and a 5% reduction in employee turnover.
- Spearheaded a cross-functional project to identify and eliminate bottlenecks in the claims process, reducing average claim resolution time by 20% and increasing customer satisfaction by 8%.

### Certificates

#### Certified Customer Service Professional (CCSP)

Jul 2021

#### Certified Client Services Specialist (CSS)

Mar 2020

### Memberships