

# Magalie Rud

Customer Service Assistant

## Profile

## Employment History

## Education

### Details

[magalie.rud@gmail.com](mailto:magalie.rud@gmail.com)  
(498) 789-1637  
123 Maple Street, Cherry Hill, NJ 08034

Customer Service Assistant with 1 year of experience in providing efficient and effective support to clients. Highly skilled in addressing customer inquiries, resolving issues, and fostering strong relationships. Demonstrates excellent communication, problem-solving, and multitasking abilities. Committed to enhancing customer satisfaction and driving company growth.

- ### Customer Service Assistant at New Jersey Natural Gas, NJ

Feb 2023 - Present

  - Successfully resolved 95% of customer complaints within the first call, improving overall customer satisfaction by 20% and reducing escalations to higher management.
  - Streamlined the process for handling high-priority service requests, reducing average response time from 24 hours to 12 hours, leading to a 30% increase in positive customer feedback.
  - Implemented a new training program for new hires, reducing training time by 25% and increasing new hire retention rate by 15% during their first six months on the job.

- ### Junior Customer Service Assistant at Wakefern Food Corp, NJ

Jul 2022 - Jan 2023

  - Successfully resolved over 90% of customer issues within the first call, leading to a significant improvement in overall customer satisfaction ratings for Wakefern Food Corp, NJ.
  - Streamlined the customer complaint process by implementing a new tracking system, resulting in a 25% reduction in average response time and a 20% increase in resolution rates.
  - Consistently met or exceeded monthly performance targets, including maintaining an average call handle time of under 5 minutes and achieving a first-call resolution rate of over 90%.
  - Received the "Employee of the Month" award twice within the first year of employment for outstanding dedication to customer service and commitment to improving the overall customer experience at Wakefern Food Corp, NJ.

### Associate of Applied Science in Customer Service Management at Ocean County College, Toms River, NJ

Aug 2018 - May 2022

Relevant Coursework: Customer Service Principles, Business Communications, Marketing Strategies, Conflict Resolution, Consumer Behavior, Sales Techniques, Customer Relationship Management, Team Leadership, and Operations Management.