

# Ariel Savely

Customer Service Associate

✉ [ariel.savely@gmail.com](mailto:ariel.savely@gmail.com)

☎ (661) 181-7846

📍 1234 Maple Street,  
Columbus, OH 43215

## Education

**Associate of Applied  
Science in Customer Service  
Management at Columbus  
State Community College,  
Columbus, OH**

Aug 2018 - May 2022

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

## Links

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

## Skills

Empathy

Active Listening

Problem-solving

Zendesk proficiency

Salesforce knowledge

Time management

Multitasking

## Languages

English

French

## Profile

Customer Service Associate with 1 year of experience in providing exceptional support and assistance to customers across various industries. Proficient in addressing customer concerns, managing multiple priorities, and maintaining a positive attitude in fast-paced environments. Demonstrates strong communication skills, adaptability, and a commitment to consistently delivering high-quality service. Aims to contribute to business growth by fostering customer satisfaction and loyalty.

## Employment History

### Customer Service Associate at Spectrum, OH

Feb 2023 - Present

- Successfully resolved over 500 customer complaints within the first year, resulting in a 95% customer satisfaction rating and contributing to a 20% increase in customer retention for Spectrum, OH.
- Streamlined the customer service process by implementing a new ticketing system, leading to a 30% reduction in average response time and a 15% improvement in overall team efficiency.
- Consistently exceeded monthly performance targets, achieving an average of 120% of the set goals in upselling and cross-selling products and services, generating an additional \$50,000 in annual revenue for Spectrum, OH.

### Customer Service Assistant at , OH

Jul 2022 - Dec 2022

- Successfully resolved 98% of customer complaints within a 6-month period, leading to a 15% increase in customer satisfaction ratings for the OH branch.
- Streamlined the customer service inquiry process by implementing a new ticketing system, which reduced response times by 25% and increased overall efficiency.
- Consistently achieved a monthly average of 120 upsells and cross-sells, resulting in a 10% growth in sales revenue for the OH branch.
- Conducted weekly training sessions for new hires, improving their onboarding experience and reducing the average training time by 20%.

## Certificates

### Customer Service Professional (CSP)

Feb 2022

### Certified Customer Experience Professional (CCXP)

Aug 2020

## Memberships

**International Customer Service Association (ICSA)**