

# Hanen Quddus

Customer Service Clerk

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📍 123 Oak Street, Charlotte, NC 28205

## EDUCATION

### Associate of Applied Science in Customer Service Management at Wake Technical Community College, Raleigh, NC

Sep 2018 - May 2022

Relevant Coursework: Customer Service Principles, Business Communications, Conflict Resolution, Sales and Marketing, Teamwork and Leadership, Management Principles, Organizational Behavior, and Call Center Operations.

## LINKS

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

## SKILLS

Active Listening

Empathy

Problem-solving

Time Management

Zendesk Proficiency

Salesforce Navigation

Multitasking

## LANGUAGES

English

Urdu

## HOBBIES

Calligraphy

Gardening

## PROFILE

Customer Service Clerk with 1 year of experience in efficiently addressing and resolving customer inquiries, maintaining customer satisfaction, and providing comprehensive support. Demonstrates strong communication skills, adaptability, and a commitment to delivering exceptional service. Proficient in handling various tasks, including order processing, data entry, and issue resolution, contributing to a positive customer experience.

## EMPLOYMENT HISTORY

### Customer Service Clerk at North Carolina Farm Bureau, NC

Feb 2023 - Present

- Successfully resolved over 500 customer issues per month, resulting in a 95% customer satisfaction rating and reducing customer churn by 10%.
- Streamlined the customer complaint process, reducing response time by 30% and increasing issue resolution efficiency by 20%.
- Implemented a new customer feedback system, leading to a 25% increase in positive reviews and valuable insights for process improvements.
- Trained and mentored 10 new customer service clerks, contributing to a 15% increase in overall team performance and productivity.

### Junior Customer Service Clerk at BB&T Bank, NC

Jul 2022 - Dec 2022

- Successfully resolved over 150 customer queries per week, ensuring a 95% customer satisfaction rating and contributing to the branch's overall positive customer experience.
- Streamlined the customer complaint resolution process by implementing a new tracking system, resulting in a 30% reduction in average resolution time and improving the team's efficiency.
- Assisted in the onboarding and training of three new Junior Customer Service Clerks, helping them achieve full proficiency in their roles within four weeks, which was two weeks ahead of the average training period.

## CERTIFICATES

### Customer Service Professional (CSP)

Dec 2021

### Certified Customer Experience Specialist (CCES)

May 2020

## MEMBERSHIPS

International Customer Service Association (ICSA)

Customer Service Institute of America (CSIA)