

SUNSHINE RESLER

Customer Service Consultant

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(552) 593-5328

1234 Ocean View Drive, San Francisco, CA
94121



PROFILE

Customer Service Consultant with 1 year of experience in providing exceptional support and building strong client relationships. Skilled in addressing customer concerns, promoting products and services, and maintaining high satisfaction ratings. Adept at working in fast-paced environments and leveraging strong communication skills to enhance customer experiences. Committed to contributing to team success and continuously improving service quality.

LINKS

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

SKILLS

Empathy

Active Listening

Zendesk Proficiency

Salesforce Expertise

Conflict Resolution

Multitasking

LiveChat Mastery

LANGUAGES

English

Bengali

HOBBIES

EMPLOYMENT HISTORY

Customer Service Consultant at California Service Solutions, CA

Mar 2023 - Present

- Successfully resolved over 95% of customer complaints within the first call, leading to a significant increase in customer satisfaction ratings for California Service Solutions.
- Streamlined the customer service process by identifying and implementing new strategies, resulting in a 30% reduction in average call handling time and a 20% increase in overall team productivity.
- Consistently exceeded performance metrics, ranking in the top 10% of customer service consultants within the company and earning recognition as a top performer in three consecutive quarters.
- Took the initiative to develop and lead training sessions for new hires, contributing to a 15% improvement in onboarding efficiency and a 25% reduction in employee turnover rates.

Associate Customer Service Consultant at Pacific Customer Care, CA

Aug 2022 - Jan 2023

- Successfully resolved 95% of customer complaints within the first call, leading to a 20% increase in customer satisfaction ratings for Pacific Customer Care.
- Streamlined the customer service process by implementing a new CRM system, resulting in a 30% reduction in average call handling time and boosting overall team efficiency.
- Consistently exceeded monthly performance targets, achieving an average of 120% in meeting Key Performance Indicators (KPIs) for three consecutive quarters, earning recognition as a top performer within the company.

EDUCATION

Associate of Applied Science in Customer Service Management at California State University, Long Beach

Aug 2018 - May 2022

Relevant Coursework: Customer Service Principles, Interpersonal Communication, Business Writing, Conflict Resolution, Sales and Marketing, Team Management, Consumer Behavior, and Call Center Operations.

CERTIFICATES

Certified Customer Service Professional (CCSP)

Nov 2021