

Gaye Pachman

Customer Service Operator

Profile

Results-oriented Customer Service Operator with 1 year of experience in providing exceptional support and assistance to a diverse clientele. Proficient in handling high call volumes, addressing customer inquiries, and resolving issues efficiently. Demonstrates excellent communication skills, adaptability, and a strong customer-centric approach. Committed to continuously improving service quality and enhancing customer satisfaction.

Employment History

Customer Service Operator at SYKES, SC

Mar 2023 - Present

- Successfully resolved over 95% of customer inquiries within the first call, resulting in a significant increase in customer satisfaction ratings for SYKES, SC.
- Streamlined the customer service process by implementing new call scripts and troubleshooting guides, reducing average call handling time by 15% and improving overall team efficiency.
- Consistently exceeded monthly Key Performance Indicator (KPI) targets, including maintaining an average customer satisfaction score of 4.8 out of 5 and achieving a 98% issue resolution rate.

Customer Service Associate at Concentrix, SC

Aug 2022 - Jan 2023

- Successfully resolved 95% of customer inquiries within the first call, surpassing the company's target of 90% first call resolution rate.
- Boosted overall customer satisfaction rate to 97% by providing exceptional support, exceeding the company goal of 95% satisfaction rate.
- Consistently maintained an average handle time of 4 minutes per call, which was 20% lower than the team's average, leading to increased efficiency and productivity.
- Recognized as the top-performing Customer Service Associate for three consecutive quarters, resulting in a promotion to a team leader role.

Certificates

Customer Service Professional (CSP)

Nov 2021

Certified Call Center Manager (CCCM)

Apr 2020

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📍 123 Oak Street, Charleston, SC 29401

Education

Associate of Applied Science in Customer Service Management at Greenville Technical College, Greenville, SC

Aug 2018 - May 2022

Relevant Coursework: Customer Service Principles, Business Communications, Conflict Resolution, Sales Techniques, Relationship Management, Marketing Fundamentals, Team Building, and Performance Metrics.

Links

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

Skills

Empathy

Active Listening

Zendesk proficiency

Salesforce mastery

Conflict Resolution

Multitasking

Time Management

Languages

English

Hindi