

# Wendelin Morriss

Customer Service Receptionist

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📍 123 Elm Street, Indianapolis, IN 46204

## EDUCATION

### Diploma in Customer Service and Reception Management at Indiana University, Bloomington, IN

Aug 2017 - May 2022

Relevant Coursework: Customer Service Principles, Reception and Office Administration, Communication and Interpersonal Skills, Conflict Resolution, Time and Stress Management, Office Technology, and Customer Relationship Management.

## LINKS

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

## SKILLS

Multitasking

Empathy

Active Listening

Zendesk proficiency

Microsoft Office expertise

Conflict Resolution

Time Management

## LANGUAGES

English

Spanish

## HOBBIES

## PROFILE

Customer Service Receptionist with 1 year of experience in providing exceptional support and assistance to clients and visitors. Proficient in managing multi-line phone systems, scheduling appointments, and handling administrative tasks. Demonstrates strong communication skills and commitment to delivering a positive customer experience. Eager to contribute to a dynamic team environment and enhance customer satisfaction.

## EMPLOYMENT HISTORY

### ● Customer Service Receptionist at Indiana Farm Bureau Insurance, IN

May 2023 - Present

- Successfully reduced customer complaint resolution time by 30% in the first year by implementing efficient communication and problem-solving strategies, resulting in increased customer satisfaction ratings.
- Consistently maintained a 95% or higher average on call quality evaluations over two years, ensuring that Indiana Farm Bureau Insurance, IN clients received exceptional support and assistance.
- Contributed to a 20% increase in policy renewals within the first 18 months of employment by proactively reaching out to customers and offering personalized solutions to their insurance needs.

### ● Junior Customer Service Receptionist at Anthem Inc., IN

Sep 2022 - Apr 2023

- Successfully resolved 95% of customer inquiries within the first call, improving overall customer satisfaction by 30% and reducing the number of escalated cases by 20%.
- Streamlined the appointment scheduling process, resulting in a 25% increase in appointment bookings and a 15% reduction in no-shows.
- Implemented a new system for managing and organizing customer data, leading to a 40% improvement in data accuracy and a 10% increase in team efficiency.

## CERTIFICATES

### Certified Customer Service Professional (CCSP)

Nov 2021

### Certified Front Desk Representative (CFDR)

Sep 2020

## MEMBERSHIPS

International Customer Service Association (ICSA)

National Association of Professional Receptionists (NAPR)