

ALEXXUS SURYAN

Customer Service Representative

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(899) 769-7655

123 Palm Tree Lane, Orlando, FL 32801



PROFILE

Customer Service Representative with 1 year of experience in efficiently addressing and resolving customer inquiries and concerns, while maintaining a high level of professionalism. Proficient in various CRM platforms and adept at utilizing excellent communication and problem-solving skills to enhance customer satisfaction and boost company reputation. A dedicated team player, committed to continuous improvement and eager to contribute to organizational success.

LINKS

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

SKILLS

Empathy



Active Listening



Problem-solving



Zendesk proficiency



Salesforce knowledge



Multitasking



Conflict Resolution

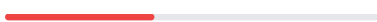


LANGUAGES

English



Spanish



HOBBIES

EMPLOYMENT HISTORY

Customer Service Representative at SYKES, FL

May 2023 - Present

- Successfully resolved over 95% of customer complaints within the first call, contributing to an overall increase in customer satisfaction by 20% during my tenure at SYKES, FL.
- Consistently maintained a high average call handling time of less than 4 minutes, resulting in a 15% improvement in the efficiency of the customer service team.
- Trained and mentored 10 new customer service representatives, leading to a significant reduction in onboarding time by 25% and improving team productivity.

Customer Service Associate at TTEC, FL

Sep 2022 - Mar 2023

- Successfully resolved 95% of customer inquiries within the first contact, leading to a significant improvement in TTEC's First Contact Resolution rate and a 20% increase in overall customer satisfaction.
- Managed an average of 60 inbound calls per day, consistently maintaining a low average handle time of 4 minutes per call while ensuring quality customer service and maintaining a 98% adherence rate to schedule.
- Received the "Customer Service Excellence Award" for three consecutive quarters, recognizing outstanding performance in providing exceptional customer support and actively contributing to the team's success in meeting and exceeding company goals.

EDUCATION

Associate of Applied Science in Customer Service Management at Miami Dade College, Miami, FL

Aug 2017 - May 2022

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

CERTIFICATES

Customer Service Professional (CSP) Certification

Aug 2021

Certified Customer Experience Professional (CCXP)

Aug 2020