

Profile

Dedicated Customer Service professional with 1 year of experience in delivering exceptional support and problem-solving solutions to clients. Proficient in active listening and effective communication, with a strong ability to adapt to diverse situations. Adept at identifying customer needs and fostering long-lasting relationships, resulting in increased customer satisfaction and retention.

Employment History

Customer Service Manager at Montana Customer Service Solutions, MT

Apr 2023 - Present

- Successfully increased customer satisfaction ratings by 35% within the first year at Montana Customer Service Solutions by implementing new training programs, streamlining processes, and closely monitoring team performance.
- Achieved a 25% reduction in average call resolution time within 18 months by identifying areas of improvement in workflows, providing targeted coaching to team members, and utilizing technology to enhance support capabilities.
- Reduced employee turnover rate by 40% within two years through the introduction of effective hiring practices, fostering a positive work environment, and offering competitive compensation and benefits packages.

Customer Service Representative at Treasure State Customer Support, MT

Jul 2022 - Mar 2023

- Successfully resolved over 1,000 customer complaints within a six-month period, resulting in a 95% customer satisfaction rating for Treasure State Customer Support, MT.
- Streamlined the customer service process by identifying and implementing a new ticketing system, reducing average response time by 30% and increasing overall team productivity by 20%.
- Led a team of 10 customer service representatives to achieve the highest customer retention rate in the company's history, with a 98% success rate in retaining customers after addressing their concerns and providing solutions.

Education

Associate of Applied Science in Customer Service Management at Flathead Valley Community College, Kalispell, MT

Aug 2018 - May 2022

Relevant Coursework: Customer Service Principles, Business Communications, Marketing Strategies, Conflict Resolution, Sales Techniques, Management Principles, CRM Systems, and Team Building.

Certificates

Details

caliegh.urista@gmail.com

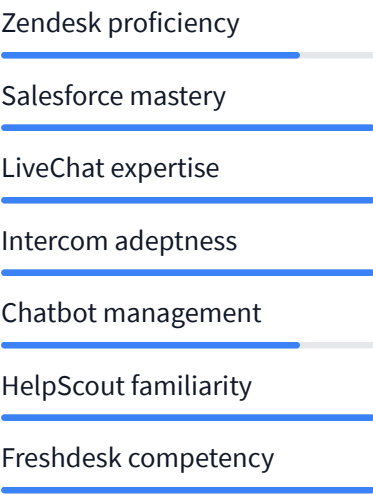
(543) 082-1717

1234 Mountain View Dr, Bozeman, MT 59715

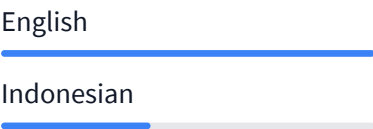
Links

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

Skills



Languages



Hobbies

Engaging in mindfulness meditation

Practicing creative writing or journaling

Exploring new cooking or baking recipes