

Tenisha Stygles

Customer Service Specialist

Profile

Customer Service Specialist with 1 year of experience in providing exceptional support and fostering customer satisfaction. Skilled in addressing inquiries, resolving issues, and maintaining strong relationships with clients. Adept in utilizing CRM systems and collaborating with cross-functional teams to enhance overall customer experience. Demonstrates strong communication and problem-solving abilities, contributing to a customer-focused environment.

Employment History

Customer Service Specialist at Sedgwick Claims Management Services, LA

Apr 2023 - Present

- Successfully resolved over 1,500 customer claims within a year, resulting in a 95% satisfaction rate and contributing to an overall 20% increase in client retention for Sedgwick Claims Management Services, LA.
- Implemented a new feedback system that led to a 30% reduction in customer complaints and a 10% improvement in the average resolution time for claims, streamlining the customer service process and enhancing the company's reputation.
- Trained and mentored 10 new customer service specialists, improving the team's overall performance by 15% and increasing the department's efficiency and effectiveness in handling client inquiries and concerns.
- Identified and addressed critical gaps in the company's customer service policies, leading to the development of a comprehensive internal manual that resulted in a 25% reduction in procedural errors and increased consistency in service delivery.

Associate Customer Service Specialist at IQor, LA

Jul 2022 - Mar 2023

- Successfully resolved 95% of customer complaints within the first call, contributing to an overall increase in customer satisfaction by 30% for IQor, LA.
- Streamlined the customer service process by identifying and addressing common issues, resulting in a 20% reduction in average call duration and improving team efficiency.
- Consistently met and exceeded monthly performance targets, achieving a 98% first-call resolution rate and maintaining a top 3 ranking among Associate Customer Service Specialists in the company.

Education

Associate of Applied Science in Customer Service Management at Louisiana State University, Baton Rouge, LA

Aug 2018 - May 2022

Details

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Links

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

Skills

Empathy

Active Listening

Zendesk Proficiency

Salesforce Expertise

Conflict Resolution

Multitasking

LiveChat Mastery

Languages

English

Russian

Hobbies

Photography

Gardening

Cooking