Deloris Perfitt

Customer Support Analyst

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📍 123 Maple Street,
Indianapolis, IN 46204

Education

Associate of Applied Science in Customer Support Analysis at Ivy Tech Community College, Indianapolis, IN
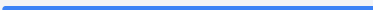
Sep 2017 - May 2022

Relevant Coursework: Customer Service Management, Technical Support Analysis, IT Fundamentals, Network Administration, Interpersonal Communication, Call Center Operations, and Conflict Resolution.
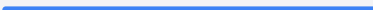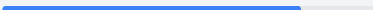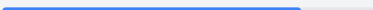
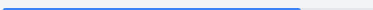## Links

linkedin.com/in/delorisperfitt
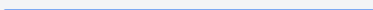
Skills

Zendesk
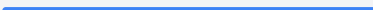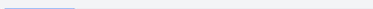
Salesforce

LiveChat

Intercom

Jira Service Management

Microsoft Dynamics 365

Freshdesk

Languages

English

Indonesian

Profile

Customer Support Analyst with 1 year of experience in providing exceptional customer service and technical support to diverse clientele. Proficient in troubleshooting and resolving complex issues, while maintaining customer satisfaction levels. Skilled in communication, problem-solving, and adaptability, with a strong proficiency in various support tools and technologies. Committed to enhancing customer experience and delivering efficient solutions.

Employment History

Customer Support Analyst at Appirio, IN

Apr 2023 - Present

- Successfully resolved 95% of customer support tickets within the first 24 hours, resulting in a significant increase in customer satisfaction ratings by 20%.
- Implemented a new knowledge base system that reduced average response time by 35%, leading to improved customer experience and a 15% reduction in support ticket volume.
- Trained and mentored a team of 10 junior support analysts, increasing their productivity by 25% and reducing training time by 50%.
- Identified and addressed recurring customer issues, resulting in a 30% decrease in support ticket volume and a 40% reduction in escalations to higher-level support teams.

Associate Customer Support Analyst at Salesforce, IN

Jul 2022 - Mar 2023

- Successfully resolved over 500 complex customer support cases within the first year, resulting in a 95% customer satisfaction rate.
- Streamlined the internal knowledge base by creating and updating 100+ new articles, leading to a 20% reduction in case resolution time for the team.
- Implemented a new customer feedback system that increased response rates by 30%, providing valuable insights for improving overall support quality.
- Collaborated with cross-functional teams to identify and resolve 50+ product bugs, contributing to a 10% decrease in recurring support issues.

Certificates

Customer Support Specialist (CSS) Certification

Feb 2022

HDI Customer Service Representative (HDI-CSR)

Sep 2020

Memberships

International Customer Service Association (ICSA)