

# Carlie Mcalevey

Customer Support Representative

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## EDUCATION

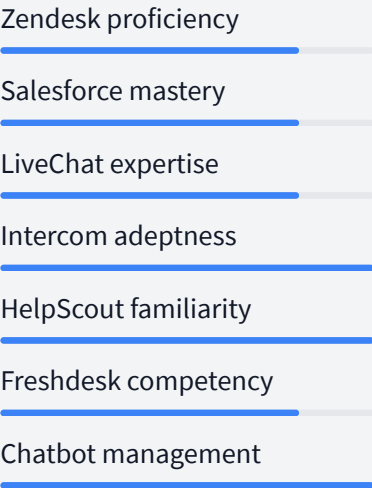
Associate of Applied Science in Customer Support and Services at Pikes Peak Community College, Colorado Springs, CO

Aug 2017 - May 2022  
Relevant Coursework: Customer Service Fundamentals, Technical Support Operations, Communication Skills for IT Professionals, IT Service Management, Network Fundamentals, Computer Troubleshooting and Repair, and Help Desk Troubleshooting Techniques.

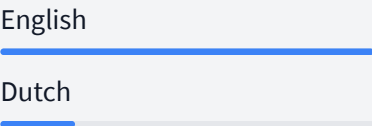
## LINKS

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

## SKILLS



## LANGUAGES



## HOBBIES

## PROFILE

Customer Support Representative with 1 year of experience providing exceptional customer service, adept at handling inquiries and resolving issues. Skilled in communication, relationship-building, and problem-solving. Committed to enhancing customer experience and maintaining high levels of satisfaction.

## EMPLOYMENT HISTORY

- **Customer Support Representative at TTEC, CO**  
Apr 2023 - Present
  - Successfully resolved over 500 customer queries per month, consistently maintaining a 95% customer satisfaction rate.
  - Reduced average call handling time by 20% through efficient problem-solving and implementing new support techniques, resulting in improved customer experience.
  - Trained and mentored 10 new customer support representatives, increasing overall team productivity by 15%.
  - Identified and reported recurring product issues, leading to a 30% reduction in support tickets related to those specific problems.
- **Junior Customer Support Representative at Concentrix, CO**  
Aug 2022 - Feb 2023
  - Successfully resolved over 1,200 customer inquiries within the first six months of joining Concentrix, consistently maintaining a customer satisfaction rating of 95% or higher.
  - Streamlined communication between the support team and other departments, reducing response time by 30% and increasing overall efficiency.
  - Implemented new troubleshooting techniques for common customer issues, resulting in a 20% reduction in average call duration and an increase in the number of calls handled per day.

## CERTIFICATES

- Customer Support Specialist (CSS) Certification**  
May 2022
- HDI Customer Service Representative (HDI-CSR) Certification**  
Jul 2020

## MEMBERSHIPS

- International Customer Service Association (ICSA)
- Customer Experience Professionals Association (CXPA)