

Zandria Percey

Customer Support Specialist

Profile

Customer Support Specialist with 1 year of experience providing exceptional service through prompt and effective communication. Adept at addressing customer inquiries, resolving issues, and maintaining strong client relationships. Strong interpersonal skills, commitment to continuous improvement, and proficiency in various support tools contribute to a proven track record of customer satisfaction and loyalty.

Employment History

Customer Support Specialist at Adobe, UT

Apr 2023 - Present

- Successfully resolved over 500 customer issues per month, resulting in a 95% customer satisfaction rating and contributing to a 10% increase in customer retention for Adobe UT.
- Implemented a new knowledge base system that improved the efficiency of the support team by 25%, enabling faster response times and reducing average call duration by 15%.
- Trained and mentored 10 new customer support specialists, leading to a 30% improvement in the team's overall performance metrics and reduced onboarding time by 20%.

Associate Customer Support Specialist at , UT

Sep 2022 - Mar 2023

- Successfully resolved over 95% of customer inquiries within the first contact, leading to a significant increase in overall customer satisfaction ratings for the company.
- Implemented a new knowledge base system that resulted in a 30% reduction in average response time for customer inquiries, improving the efficiency of the support team and enhancing customer experience.
- Trained and mentored 10 new Customer Support Specialists within a year, contributing to a 15% growth in the size of the support team and ensuring they met performance expectations within their first three months on the job.

Education

Associate of Applied Science in Customer Support Management at Salt Lake Community College, Salt Lake City, UT

Sep 2018 - May 2022

Relevant Coursework: Customer Service Principles, Conflict Resolution, Communication Skills, Technical Support Operations, CRM Systems, Business Ethics, Team Management, and Performance Metrics.

Certificates

Customer Support Specialist Certification (CSSC)

Mar 2022

Details

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Links

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

Skills

Zendesk

Salesforce

LiveChat

Intercom

Jira Service Management

Freshdesk

Help Scout

Languages

English

Italian

Hobbies

Photography

Gardening

Cooking