

# Candle Kerschner

Phone Representative

## Profile

Dedicated Phone Representative with 1 year of experience providing exceptional customer support in high-volume call center environments. Proficient in addressing customer inquiries, resolving issues, and maintaining strong customer satisfaction. Adept at using CRM systems, multitasking, and showcasing excellent communication and interpersonal skills. Eager to contribute to the growth and success of a dynamic organization.

## Employment History

### Phone Representative at T-Mobile, VA

Feb 2023 - Present

- Successfully upsold products and services to customers, resulting in a 25% increase in average revenue per user (ARPU) within a six-month period.
- Consistently maintained a high customer satisfaction rating of 95% or above, earning recognition as a top performer in the T-Mobile, VA call center.
- Reduced average call handling time by 15% through efficient problem-solving and communication skills, contributing to an overall improvement in the call center's key performance indicators.

### Customer Service Representative at AT&T, VA

Jul 2022 - Jan 2023

- Successfully resolved over 95% of customer complaints within the first call, leading to a 20% increase in customer satisfaction ratings for the AT&T VA branch.
- Implemented a new feedback system that collected customer suggestions and concerns, resulting in a 30% decrease in recurring issues and a more streamlined support process.
- Consistently exceeded performance metrics, maintaining an average call handle time of 6 minutes, well below the company target of 8 minutes.
- Trained and mentored 10 new customer service representatives, leading to a 15% improvement in overall team performance and a reduction in training time by 25%.

## Certificates

### Customer Service Representative (CSR) Certification

Oct 2021

### Professional Call Center Agent Certification

May 2020

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## Education

### Associate of Applied Science in Customer Service Management at Tidewater Community College, Norfolk, VA

Sep 2018 - May 2022

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

## Links

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

## Skills

Active Listening

Clear Articulation

Empathy

Problem-solving

Multitasking

CRM Navigation (e.g., Salesforce)

Time Management

## Languages

English

French