


Alexondra Robel

Community Support Representative

Dedicated Community Support Representative with 1 year of experience in providing exceptional customer service and fostering positive relationships within diverse communities. Proficient in handling inquiries, resolving conflicts, and managing social media platforms. Adept at working in fast-paced environments and collaborating with cross-functional teams to enhance community engagement and satisfaction. Demonstrated ability to empathize with customers and implement solutions to ensure their needs are met. Committed to continuous improvement and staying current on industry trends to drive success.

alexondra.robel@gmail.com 

(342) 937-4938 

123 Elm Street, Boise, ID 83702 

Education

**Associate of Applied
Science in Customer Service
Management at College of
Southern Idaho, Twin Falls,
ID**

Sep 2018 - May 2022

Relevant Coursework:
Customer Service Principles,
Business Communications,
Conflict Resolution, Sales
Techniques, Marketing
Fundamentals, Team
Management, Customer
Relationship Management
(CRM) Systems, and Data
Analysis.

Links

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

Skills

Empathy



Active Listening



Zendesk proficiency



Conflict Resolution



Salesforce knowledge



Time Management



Employment History

Community Support Representative at Idaho Youth Ranch, ID

Mar 2023 - Present

- Successfully managed a caseload of over 50 at-risk youth, providing consistent support and guidance to help them overcome challenges and achieve their goals.
- Developed and implemented effective community outreach strategies, resulting in a 25% increase in program participation and a stronger network of local partners.
- Streamlined administrative processes, reducing paperwork completion time by 30% and allowing for more efficient use of resources and time spent with clients.
- Facilitated over 100 hours of group workshops and trainings for both youth and their families, addressing topics such as communication skills, conflict resolution, and goal setting, leading to improved relationships and increased self-efficacy among participants.

Associate Community Support Representative at Chobani, ID

Jul 2022 - Jan 2023

- Successfully resolved over 500 customer inquiries per month, maintaining a 95% satisfaction rate and consistently exceeding the target resolution time by 20%.
- Streamlined the internal communication process between the support team and other departments, resulting in a 30% reduction in response time for customer escalations and improved cross-functional collaboration.
- Implemented a new knowledge base system that increased the self-service rate by 40%, leading to a more efficient use of support resources and improved overall customer experience.
- Conducted regular training sessions for new hires, contributing to a 25% decrease in onboarding time and ensuring that all team members were well-equipped to handle customer inquiries effectively.

Certificates

Certified Customer Service Professional (CCSP)

Nov 2021

Certified Support Manager (CSM)

Sep 2020