

Khalea Cases

Customer Service Associate

Profile

As a Customer Service Associate with over a year of experience, I consistently provided top-notch support to a diverse range of clients while fostering strong relationships and ensuring customer satisfaction. My expertise in problem-solving, managing high call volumes, and navigating complex situations enabled me to effectively address and resolve customer issues. My strong communication skills, attention to detail, and commitment to providing excellent service contributed to my success in maintaining high customer retention rates and positive feedback. In this role, I continuously developed my skills and knowledge in order to deliver outstanding service and drive customer loyalty.

Employment History

Customer Service Associate at Amazon, WI

Nov 2022 - Present

- Successfully resolved over 2,000 customer inquiries and complaints within the first year, resulting in a 95% satisfaction rating from customers.
- Streamlined communication between customers and internal departments by developing a new ticketing system, reducing response times by 30% and increasing efficiency.
- Consistently achieved a monthly average of 98% on-time delivery for customer orders by closely monitoring inventory levels and coordinating with the fulfillment center, leading to a 15% increase in repeat business.
- Implemented a customer feedback system that led to a 10% reduction in product returns and exchanges, saving the company \$50,000 in annual costs.

Customer Service Assistant at , WI

Jul 2022 - Oct 2022

- Successfully resolved 95% of customer complaints within the first call, leading to a 20% increase in overall customer satisfaction ratings for the company.
- Streamlined the customer inquiry process by creating and implementing a new ticketing system, reducing average response time by 30% and increasing team productivity by 15%.
- Trained and mentored 10 new Customer Service Assistants, resulting in a 50% reduction in training time and a 25% improvement in their performance metrics within their first three months.
- Identified and reported recurring product issues, leading to the development of targeted solutions that reduced customer complaints by 40% and increased product reliability by 30%.

Certificates

Customer Service Professional (CSP)

Aug 2021

✉ khalea.cases@gmail.com

☎ (248) 820-7638

📍 123 Elm Street, Milwaukee, WI 53202

Education

Associate of Applied Science in Customer Service Management at Fox Valley Technical College, Appleton, WI

Aug 2018 - May 2022

Relevant Coursework: Customer Service Principles, Business Communications, Conflict Resolution, Call Center Management, Sales Strategies, CRM Systems, Organizational Behavior, Marketing, and Leadership Development.

Links

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

Skills

Effective communication

Active listening

Problem-solving

Empathy and patience

Adaptability

Time management

Technical proficiency

Languages

English

Japanese