



Jessica Martin

Contact

+1 555 420 9911

jessica.martin@email.com

About Me

Customer service professional with 14 years of experience managing front-line support and call centre teams, resolving complex complaints, and maintaining accurate CRM records. I have led teams through process improvements and CRM workflow changes that reduced response times and raised customer satisfaction. My work focuses on reliable complaint re

Skills

- Customer Relationship
- Complaint Resolution
- CRM Systems
- Customer Retention
- Team Leadership
- Call Center
- Client Communication
- Service Process

Education

- **Bachelor of Business Administration**
University of Illinois
- **Certified Customer Service Professional (CCSP)**

Experience

- **Customer Service Manager** 2022 - Present
Apex Retail Group
Supervise a team of 15 customer support representatives across phone, email and chat channels; implemented new CRM workflows and triage rules that reduced average response time and improved customer.
- **Senior Customer Service Representative** 2019 - 2022
BrightConnect Services
Handled escalated client issues and complex service requests across phone and email; resolved high-priority billing and service disputes and coordinated cross-functional solutions with billing and.
- **Customer Service Representative** 2017 - 2019
Horizon Telecom
Provided inbound phone and online support for telecom customers, troubleshooting service problems and resolving billing inquiries; maintained accurate CRM records and case histories; met call centre.
- **Client Support Specialist** 2015 - 2017
Meridian Business Solutions
Managed corporate client inquiries and service requests, coordinated with internal teams (billing, operations, technical) to expedite fixes; prepared client support reports and tracked recurring.
- **Customer Support Associate** 2013 - 2015
Nova Retail Systems
Handled inbound customer requests, processed returns and replacements, and maintained service logs and documentation in the CRM; supported front-line complaint resolution and assisted with billing.
- **Customer Service Intern** 2012 - 2013
City Consumer Services
Assisted support team with service inquiries, learned CRM tools and customer service processes, and provided administrative support for escalation tracking and reporting.

References

Michael Turner

Director of Operations / Apex Retail Group

Phone: +1 555 771 8844

Email: mturner@apexretail.com

Sophia Reynolds

Customer Experience Lead / BrightConnect Services

Phone: +1 555 883 2200

Email: sreynolds@brightconnect.com

Experience Details

Customer Service Manager

2022 - Present

Apex Retail Group

Supervise a team of 15 customer support representatives across phone, email and chat channels; implemented new CRM workflows and triage rules that reduced average response time and improved customer satisfaction scores by 20%; oversee escalation handling and billing resolution processes; produce weekly performance and case-resolution reports for senior management; design and.

Senior Customer Service Representative

2019 - 2022

BrightConnect Services

Handled escalated client issues and complex service requests across phone and email; resolved high-priority billing and service disputes and coordinated cross-functional solutions with billing and technical teams; maintained a 98% positive customer feedback rating; trained new staff on communication standards, escalation protocols and CRM documentation requirements.

Customer Service Representative

2017 - 2019

Horizon Telecom

Provided inbound phone and online support for telecom customers, troubleshooting service problems and resolving billing inquiries; maintained accurate CRM records and case histories; met call centre KPIs for handle time and first-contact resolution while escalating technical issues when required.

Client Support Specialist

2015 - 2017

Meridian Business Solutions

Managed corporate client inquiries and service requests, coordinated with internal teams (billing, operations, technical) to expedite fixes; prepared client support reports and tracked recurring issues to inform process improvements; supported retention efforts through personalized follow-ups and resolution plans.

Customer Support Associate

2013 - 2015

Nova Retail Systems

Handled inbound customer requests, processed returns and replacements, and maintained service logs and documentation in the CRM; supported front-line complaint resolution and assisted with billing adjustments and refunds when appropriate.

Customer Service Intern

2012 - 2013

City Consumer Services

Assisted support team with service inquiries, learned CRM tools and customer service processes, and provided administrative support for escalation tracking and reporting.