

Alex Morgan

Customer Service Specialist

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Customer-focused professional with 4+ years of experience in fast-paced support environments. Skilled in conflict resolution, communication, and leveraging technology to improve customer experience. Proven track record of exceeding KPIs and delivering empathetic solutions.

Experience

Senior Customer Service Representative BrightConnect Inc. | 2021 – Present

- Handled customer inquiries via phone, chat, and email, maintaining a 97% satisfaction rate.
- Trained and mentored 8 new team members on customer service best practices.
- Collaborated with technical teams to resolve complex product issues.

Customer Service Associate RetailHub | 2019 – 2021

- Resolved an average of 60+ tickets/day, focusing on first contact resolution.
- Recommended process changes that reduced customer wait time by 20%.

Education

BA, Communication Studies UCLA | 2015 – 2019

Skills

Conflict Resolution CRM Systems (Zendesk, Salesforce) Team Collaboration Live Chat Support Empathy Data Entry
Technical Troubleshooting