

 (504) 555-1234

 jackdcobb@email.com

 New Orleans, LA

## EDUCATION

---

### High School Diploma

John F. Kennedy High School, New Orleans, LA

### Customer Service Foundations

LinkedIn Learning, 2022

### Effective Communication

Coursera, 2021

## SKILLS

---

- Communication Skills
- Interpersonal Skills
- Listening Skills
- Computer Literacy
- Positive Attitude

# JACK COBB

## CUSTOMER SERVICE REPRESENTATIVE

## PROFESSIONAL SUMMARY

---

Highly motivated customer service professional with experience providing outstanding support in fast-paced environments. Seeking to contribute my communication, problem-solving, and multitasking skills in a Customer Service Associate (Chat) role at Amazon, where I can deliver exceptional customer experiences and solutions.

## EXPERIENCE

---

- March 2021 - Now

### Customer Service Representative

**Teleperformance** / United States, New Orleans, LA

- Provide real-time chat and email support to customers, assisting with order inquiries, account issues, and troubleshooting product-related problems.
- Manage up to 5 simultaneous customer chat interactions, maintaining a consistent 95% customer satisfaction rate.
- Resolve order-related concerns, such as tracking delays, returns, and refunds, ensuring timely and accurate solutions.
- Handle escalated complaints with professionalism and empathy, resulting in positive resolutions and customer retention.
- Log and document all customer interactions and resolutions using Zendesk, ensuring accurate and detailed customer records.

- August 2018 - February 2021

### Sales Associate

**Walmart** / United States, New Orleans, LA

- Assisted customers with product inquiries, provided recommendations, and processed returns and exchanges in a high-traffic retail environment.
- Handled financial transactions efficiently, reducing checkout times by 15% during peak hours by implementing effective time management techniques.
- Resolved customer issues on the spot, consistently contributing to improved customer satisfaction and loyalty.
- Worked with team members to optimize daily operations, including inventory management, merchandising, and customer engagement.