

(813) 987-1234

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Tampa, FL

Michael Johnson

EDUCATION

High School Diploma, Tampa High School, Tampa, FL

Graduation: May 2020

Professional Development

- Completed a Conflict Management Workshop (April 2024). Learned advanced techniques for handling difficult customer interactions.
- Attended Customer Service Leadership Seminar (October 2023). Focused on building customer loyalty and communication skills.

SKILLS

| | |
|--|--------|
| Exceptional verbal and written communication | Expert |
| CRM tools (Zendesk, Freshsales) | Expert |
| Conflict resolution | Expert |
| Time management and multitasking | Expert |
| Typing speed: 75 WPM | Expert |

AWARDS

Employee of the Month (Sunshine Retail): March 2024

Exceeded average call resolution rate by 15%

Call Center Support Representative

PROFESSIONAL SUMMARY

Customer-focused professional with strong communication and problem-solving skills. Seeking an opportunity as a Call Center Support Representative at Global Support Solutions to provide efficient and empathetic service.

EXPERIENCE

Customer Service Associate, Sunshine Retail, Tampa, FL

July 2021 - October 2024

- Assisted over 80 customers daily via phone and email, achieving a 95% satisfaction score.
- Resolved customer complaints effectively, reducing escalations by 10%.
- Managed order tracking, returns, and refunds with precision and efficiency.
- Collaborated with team members to improve call response times by 10%.

Volunteer Receptionist, Tampa Community Health Clinic, Tampa, FL

June 2020 - July 2021

- Answered incoming calls and scheduled patient appointments accurately.
- Directed inquiries to appropriate departments, ensuring smooth operations.
- Assisted patients in understanding clinic procedures and policies.
- Maintained a positive and welcoming environment for visitors.