

Live Chat Support

Sophia Carter

Professional summary

Live chat support expert with 6+ years of experience in fast-paced e-commerce environments. Skilled in delivering prompt and personalized solutions, leading to a 94% customer satisfaction rate. Adept at multitasking across multiple chats while maintaining accuracy and empathy.

Experience

Live Chat Support Representative

June 2020 - Now

ShopEasy Marketplace / Remote

- Manage up to 6 simultaneous chats, resolving 90% of customer inquiries within 10 minutes.
- Assist customers with product selection, order tracking, and returns, improving repeat purchases by 15%.
- Identify recurring issues and collaborate with the product team to enhance the FAQ section.
- Monitor chat metrics to ensure compliance with KPIs, consistently exceeding resolution time goals.

Customer Service Associate


August 2019 - May 2020

TrendWear Online Store / Denver, CO


- Handled 60+ live chat interactions daily, resolving 85% of cases without escalation.
- Processed refunds, returns, and exchanges efficiently, reducing error rates by 10%.
- Introduced a feedback system for live chat services, resulting in a 10% increase in customer satisfaction.
- Developed personalized chat scripts to streamline responses for frequently asked questions.

Volunteer Work

- Volunteered as a digital literacy trainer at the Denver Public Library, teaching seniors how to use live chat tools for online communication.
- Provided technical assistance during community workshops, boosting participants' confidence with online platforms.

 (555) 567-8910

 sophia.carter@email.com

 Denver, CO | Remote

Links

Portfolio: [sophiacarter.com](#)





Education

Certificate in Customer Service Excellence

Denver Technical College | Denver, CO

Completed July 2019

Skills

Live Chat Software (Intercom, LivePerson)	
Problem-Solving	
Multitasking	
Conflict Resolution	
Time Management	