

Senior B2B Customer Service Representative

Rachel Green

Professional summary

Experienced Senior Customer Service Representative with expertise in B2B environments. Proven success in supporting high-value business clients, managing complex accounts, and delivering tailored solutions to enhance client satisfaction.

Experience

Senior B2B Customer Service Representative

January 2019 - Now
Verizon Business / Los Angeles, CA

- Lead and manage a portfolio of over 50 key business accounts.
- Conduct in-depth analysis of customer needs and deliver tailored service solutions.
- Partner with the sales team to onboard new clients, managing the full process.
- Mentor and train junior staff on best practices for B2B account management.

B2B Customer Service Representative

June 2014 - December 2018
AT&T / Los Angeles, CA

- Collaborated with finance teams to address billing discrepancies, resolve account issues, and ensure accurate invoicing for clients.
- Worked closely with cross-functional teams to streamline service delivery and enhance overall client satisfaction.
- Regularly conducted follow-up calls with clients to ensure satisfaction and to proactively address any concerns before escalation.

Extracurricular Activities

Member

January 2019 - Now
Los Angeles Business Networking Group

Conferences

Customer Success Summit




Customer Success Association, March 2022

- Attended industry-leading conference focusing on best practices in customer service.

B2B Sales and Customer Service Conference

Salesforce, September 2021

- Participated in workshops on improving B2B service delivery.

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Education

Bachelor of Science in Marketing
University of California
Graduated: May 2014

Certifications

- **Certified B2B Customer Service Specialist**, June 2020
- **Certified Scrum Master (CSM)**, November 2021

Skills

Managing large-scale accounts.	
Expertise in building long-term relationships.	
Skilled in identifying opportunities to offer additional services.	
Handling sensitive issues calmly.	
Salesforce, Zoho CRM, Microsoft Dynamics	
Slack, Microsoft Teams, Zoom, Google Meet	
Microsoft Office Suite (Excel, Word, PowerPoint), Google Workspace	
Jira, Asana, Trello	