

# JESSICA ALVAREZ



## CHAT CUSTOMER SERVICE REPRESENTATIVE

**Phone:** (555) 123-4567  
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**Address:** Remote

Detail-oriented and empathetic Chat Customer Service Representative with experience providing real-time support to diverse customer bases. Skilled in conflict resolution, multitasking, and using chat software to deliver efficient solutions. Adept at maintaining high customer satisfaction and exceeding service goals in fast-paced environments.

### EXPERIENCE

March 2021 - Now	BrightConnect Communications / Remote
Chat Customer Service Representative	<ul style="list-style-type: none"><li>Manage an average of 60+ customer chats per shift, providing timely and accurate responses to inquiries and concerns.</li><li>Resolve product and service issues, achieving a 95% customer satisfaction rating.</li><li>Collaborate with technical support teams to escalate and track complex issues, ensuring swift resolution.</li><li>Trained 5 new representatives on chat protocols and customer interaction best practices.</li></ul>
July 2019 - February 2021	ShopEase Online Retail / Remote
Customer Service Associate	<ul style="list-style-type: none"><li>Assisted customers with order tracking, returns, and account questions via live chat and email platforms.</li><li>Reduced average response time by 20% through efficient multitasking and use of pre-formatted responses.</li><li>Maintained a professional and empathetic tone in all written communications, contributing to repeat customer loyalty.</li></ul>

### EDUCATION

Associate of Arts in Communications	Riverbend Community College / Graduated: 2019
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Certifications	<ul style="list-style-type: none"><li>Customer Service Excellence Certificate — Online Training Institute (2022)</li><li>Zendesk Support Specialist Certification (2021)</li></ul>
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### SKILLS

Live Chat Support & Troubleshooting	Expert	Multitasking & Time Management	Expert
CRM Software (Zendesk, Freshdesk)	Expert	Typing Speed: 75 WPM	Expert
Customer Relationship Management	Expert	Conflict Resolution & De-escalation	Expert