

Alex Rivera

alex.rivera@example.com · Albany, NY · Fictional example

PROFILE

Customer service professional who handles 45-60 interactions per day across desk, phone and email while recording issue, action and next owner in Zendesk.

EXPERIENCE

Senior Customer Service Associate

BrightMart · Albany, NY

2022 – Present

- Handle 45-60 customer interactions per day at the service desk, by phone and by email, including returns, delivery issues and online-order questions, and record the issue, action and next owner in Zendesk.
- Received a 96% customer satisfaction score across 180 survey responses during April-June 2026.
- Create a shared Excel follow-up tracker for unresolved returns and delivery issues with an owner and next action, reducing cases missing a handoff note from 10 to 4 per week over six weeks.
- Create 12 reusable email replies for common return and delivery questions that associates use to explain required information, available options and the next step consistently.
- Review recurring complaint themes with the store manager each week and draft wording for clearer instructions in confirmation messages.

Customer Service Associate

Northside Market · Albany, NY

2019 – 2022

- Processed purchases, refunds and exchanges using the point-of-sale system, checked receipts against return rules, and escalated exceptions to the supervisor.
- Helped customers find alternatives when items were unavailable, checked stock with colleagues, and arranged collection when the requested product arrived.
- Put together a handoff sheet for outstanding collections and customer callbacks so the next shift could see what had been promised, who was responsible and when the customer expected an update.

CORE SKILLS

Zendesk · Accurate case notes · Written customer communication · High-volume queues · Returns and delivery resolution · Excel follow-up tracking

EDUCATION

Associate of Applied Science, Business Administration | Hudson Community College | 2019