

Alex Rivera

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PROFILE

Customer service professional who handles 45-60 interactions per day with a 96% satisfaction score, trains peers, and coordinates shifts.

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.
- Reduce cases missing a handoff note from 10 to 4 per week over six weeks with a shared Excel follow-up tracker that lists an owner and next action for each unresolved return or delivery issue.
- Train new service-desk associates using a five-part checklist for the register, returns, Zendesk notes, order lookup and escalation rules, personally training 8 associates over two years.
- Coordinate task assignments and break coverage for a service-desk shift of 6 associates when the supervisor is away and flag staffing gaps and unresolved escalations to the manager.

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.
- Reconciled the cash drawer at the end of each shift and documented discrepancies for the supervisor.
- Helped customers find alternatives when items were unavailable, checked stock with colleagues, and arranged collection when the requested product arrived.
- Created 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

Customer service · Hands-on peer training · Shift coordination · Excel · Accurate records · Zendesk · Clear written communication · Point-of-sale

EDUCATION

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