



## Jordan King

3472440031

joselineking941@gmail

l.com

Birmingham, AL 35242

## SUMMARY

Personable and dedicated Customer Service Representative with extensive experience in different types of industries. Solid team player with upbeat, positive attitude and proven skill in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

## SKILLS

- Call Center Operations
- Customer Retention
- Account Services
- Customer Experience Management
- Understanding Customer Needs
- Complaint Investigation
- Report Generation
- Stockroom Procedures
- Call Volume and Quality Metrics
- Teamwork and Collaboration
- Customer Account Management
- Schedule Mastery
- Project Management Abilities
- Product and Service Knowledge
- Retail Marketing
- MS Office
- Microsoft Office
- Medical Terminology Knowledge
- Needs Assessment
- Invoice Preparation and Processing
- Store Maintenance
- Computer Skills
- Product Sales
- Conflict Mediation
- Sales Closing
- Data Entry
- Active Listening

## EXPERIENCE

Virtual Customer Service Associate

Virtual

Smith.ai/ Oct 2021 to Jul 2023

- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Maintained composure and patience in dealing with aggressive customers.
- Retained high level of knowledge of company's products and services to deliver information on complementary offerings and increase cross-selling.
- Assisted customers with questions regarding products and services, delivering exceptional experiences through responsive service.
- Updated information and details of calls and inquiries in customer service database for future reference.
- Worked with customers while accessing, reading and inputting information into numerous applications.
- Delivered step-by-step instructions to clients on navigating system and explained self-service options.
- Improved customer satisfaction and retention by proactively reviewing new customer accounts and reaching out to offer assistance.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.

- Resolved payment issues efficiently to improve customer satisfaction and loyalty.
- Generated summaries on issues, refunds and replacements, sending detailed updates to customers.
- Built trusted partnerships through open and interactive communication to earn positive customer feedback.
- Refined and demonstrated excellent listening skills by asking probing questions and overcoming objections.
- Developed new tactics to persuade canceling customers to stay with company.
- Identified cross-selling opportunities and communicated promotions to customers to increase sales.

## **EDUCATION AND TRAINING**

High School Diploma

A.H. Parker High School May 2021