JULIAN MERCER

CUSTOMER SERVICE REPRESENTATIVE

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Customer Service Representative with 5+ years resolving phone, chat, and email contacts for telecom and retail brands. Pairs calm problem solving with accurate documentation to keep handle times low and satisfaction high.

PROFESSIONAL EXPERIENCE

Customer Service Representative Feb 2022 - Present
Verizon, Tampa, FL

- Resolve about 75 billing and plan inquiries a day by phone and chat, with a first-contact resolution rate of 82% against a team target of 78%.
- Hold a customer satisfaction score of 4.7 out of 5 across 2,000 surveyed contacts in the last year.
- Maintain schedule adherence above 95% and quality scores above 92% in monthly call monitoring.
- Recommended a plan change for customers paying for unused data, and the changes lowered monthly bills while cutting repeat contacts.
- Wrote three knowledge base articles on international roaming and device trade-ins that the team now uses as the reference.
- Coach two new representatives through their first 60 days with call shadowing and weekly feedback.
- Handle escalated billing complaints from supervisors and reach resolution in 90% of them on the same call.

Chat Support Agent Mar 2020 - Jan 2022
Chewy, Plantation, FL

- Handled three chats at once on order status, returns, and subscriptions, averaging a 6-minute resolution time.
- Processed refunds and replacements within policy and escalated unusual cases with full notes, which cut escalation rework by a fifth.
- Received seven customer compliments recognized in monthly team meetings for patient handling of pet-related loss cases.
- Spotted a recurring shipping delay in order data and shared it with logistics, and the fix cut related chats by about 10%.
- Handled VIP and subscription accounts under special refund rules and passed every audit sample.
- Documented each contact in the CRM with clear notes, and 97% of cases passed quality review.

Sales Associate Jun 2018 - Feb 2020
Publix, Tampa, FL

- Served customers at the service desk and resolved returns, coupons, and special orders without manager intervention.
- Trained four new associates on the register and returns procedure during busy holiday weeks.
- Counted tills and balanced the service desk drawer each shift with no variances above $2.
- Handled special orders for 15 customers a week and tracked pickup dates on a shared sheet.

CORE SKILLS

Phone support | Live chat | Email support | De-escalation | Zendesk | Salesforce Service Cloud | Billing inquiries | First-contact resolution | Knowledge base writing | Refunds and returns | Active listening | Typing speed | Multitasking

EDUCATION

Associate Degree in Business Administration, Hillsborough Community College, Tampa, FL

CERTIFICATIONS

HDI Customer Service Representative (HDI-CSR) | Zendesk Support Foundations