

LYRA CHANG

Call Center Customer Service

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☎ (123) 456-7890

📍 West Valley City, UT

in [LinkedIn](#)

WORK EXPERIENCE

Customer Service Associate

Verizon

📅 April 2018 - current 📍 West Valley City, UT

- **Improved customer issue resolution time by 36%** by using Zoho for CRM and ticket management.
- Integrated TeamViewer for remote troubleshooting, leading to a 42% drop in repeat calls.
- Upsold Verizon products and services to 33% of callers, contributing significantly to sales goals.
- Assisted in the development of a new feedback initiative using NICE inContact CXone, improving service delivery based on customer suggestions.

Front Desk Clerk

Hyatt Place

📅 February 2015 - February 2018 📍 Salt Lake City, UT

- Awarded "Employee of the Month" 15 times over tenure for consistently exceeding customer service expectations.
- Increased direct bookings by 41% increase through communicating benefits over third-party platforms.
- **Resolved 94% of guest complaints without escalation**, demonstrating effective problem-solving skills.
- Trained 5 new hires in hotel protocols, customer service principles, and property management software.

Food Server

Red Iguana

📅 June 2012 - January 2015 📍 Salt Lake City, UT

- Achieved the highest guest satisfaction rating, with an average score of 4.9/5 on post-meal surveys.
- Boosted dessert sales by 32% with recommendations based on guest preferences and meal choices.
- Actively contributed to a 62% increase in repeat guests through personalized service and relationship building.
- Ensured compliance with health and safety regulations, maintaining a zero-incident record during tenure.

CAREER OBJECTIVE

Highly-motivated customer service professional seeking a call center customer service position at Wells Fargo. Eager to leverage my knowledge of Zoho, Five9, and other CRM tools to deliver exceptional customer support, while upholding the company's values of trust, respect, and integrity.

EDUCATION

Bachelor of Science
Business Administration

Western Governors University

📅 2010 - 2014

📍 Salt Lake City, UT

SKILLS

- Zoho
- Five9
- Amazon Connect
- Salesforce Knowledge
- Groove
- TeamViewer
- NICE inContact CXone