

ADILET ABD AL-RASHID

Customer Service Advisor

Seasoned customer service advisor with 12+ years' experience delivering superior customer service across businesses. Previous experience developing complaint protocols from scratch and enhancing customer acquisition strategies by 24%. At Bristol Co., these skills would contribute to robust customer base growth and development.

WORK EXPERIENCE

The Intersect Group

Customer Service Advisor

Danvers, MA | February 2018 - current

- Handled processing of 510+ customer orders, ensuring accuracy while reducing time-to-order fulfillment by 1+ business days
- Assessed 17+ daily cancellations, following through with customer phone calls and emails to ensure appropriate steps were taken
- Spearheaded program for faster customer communication systems, adopting software updates that reduced time to follow-up by 57%
- Collaborated across 6 departments, ensuring communication to reduce order fulfillment errors by 23%

The Nagler Group

Customer Service Specialist

Londonderry, NH | January 2015 - February 2018

- Grew existing customer accounts by 22% through exceptional customer service and effective sales techniques
- Triaged incoming calls, reducing the average time to resolution of customer complaints by 16%
- Handled 85+ customer inquiries and complaints per day with a 94% customer satisfaction rate
- Developed processes for maintaining accurate work order files, resulting in a 12% decrease in delayed or missed deliveries

Gustavo Preston

Customer Service Coordinator

Chelmsford, MA | June 2010 - January 2015

- Managed team of 6+ customer service employees, providing peer mentorship and guidance
- Established customer complaint protocols, reducing time-to-resolution by 31% and increasing the rate of customer satisfaction
- Developed and maintained detailed knowledge of 53+ products, enabling immediate answers to customer inquiries about production origin
- Held 3+ quarterly training events with personnel, brainstorming improvements that improved customer acquisition rates by 11%

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(123) 456-7890

Danvers, MA

[LinkedIn.com](#)

[twitter.com](#)

[github.com](#)

SKILLS

- Creative Problem Solving
- Software (Microsoft, Google, Zoho)
- Customer Acquisition
- Conflict Resolution
- Trilingual (English, Spanish, Mandarin)

EDUCATION

Diploma

Chelmsford, MA

2007 - 2011

Chelmsford, MA

GPA: 3.8

Awards

- Gold Star Volunteer - For spending 1,000+ hours volunteering

CERTIFICATIONS

- Certified Customer Service Advisor (CSA)