

ELLA DONOVAN

Customer Service Specialist

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☎ (123) 456-7890

📍 San Jose, CA

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WORK EXPERIENCE

Customer Service Specialist

East West Bank

📅 2021 - current 📍 San Jose, CA

- Implemented **77% of customer feedback suggestions** every quarter, leading to improved service offerings.
- Organized 29 customer service webinars on Zoom, informing attendants of changes in terms and policies.
- Assisted the security team in implementing RiskWatch for monitoring daily transactions, reducing money laundering attempts by 41%.
- Ensured customers received industry-level service by using Wolters Kluwer OneSumX for compliance management.

Customer Service Representative

AT&T

📅 2019 - 2021 📍 El Segundo, CA

- Resolved an average of 43 customer technical issues per week regarding network coverage resolving **89% of cases within the first 18 hours**.
- Managed 1,459 customer accounts in Salesforce, improving customer satisfaction ratings by 16% via personalized follow-ups and efficient issue resolution.
- Used SAS to analyze customer feedback data, informing and implementing changes which led to a 32% increase in overall customer satisfaction scores.
- Maintained a 97% accuracy rate in data entry and customer record maintenance, ensuring precise information for all local patrons.

Cashier

Trader Joe's

📅 2018 - 2019 📍 Palo Alto, CA

- Processed 196 transactions with a 94% accuracy rate, using Salesforce for sales tracking and customer profiling.
- Monitored the store's daily financial records on Quicken, ensuring accurate accounting of sales totaling \$9,613.
- Reduced **customer wait times by 12 minutes** through effective queue management techniques.
- Took part in organizing seasonal promotional events, increasing upselling during checkout by 22%.

EDUCATION

High School Diploma

Palo Alto High School

📅 2013 - 2018

📍 Palo Alto, CA

SKILLS

- Salesforce
- Quicken
- Microsoft Outlook
- Zoom
- RiskWatch
- Wolters Kluwer OneSumX
- Microsoft Excel
- SAS