

GIDEON CHAMBERS

*Customer Service
Representative*

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📞 (123) 456-7890

📍 Greenville, SC

🌐 [LinkedIn](#)

EDUCATION

High School Diploma

Southside High School

📅 2014 - 2018

📍 Greenville, SC

SKILLS

- Microsoft Teams
- Salesforce
- Zendesk
- Asana
- Avaya
- Microsoft Excel

WORK EXPERIENCE

Customer Service Representative

Wells Fargo

📅 2022 - current

📍 Greenville, SC

- Managed 314 monthly customer interactions through Avaya, maintaining an **average customer satisfaction rate of 4.4/5** through feedback emails.
- Handled 83% of all daily customer inquiries within the first call, eliminating the need for follow-up calls.
- Fostered healthy relationships with 513 local customers, driving 22% more sales from them during sales with personalized shopping suggestions.
- Implemented a new customer feedback initiative, leading Wells Fargo to apply 3 major service improvements.

Telemarketer

Alorica

📅 2020 - 2022

📍 Greenville, SC

- Generated 292 new leads every month via effective cold calling practices and customer profiling on Salesforce.
- **Increased customer retention by 11.6%** through targeted follow-up calls and relationship building, using Zendesk for tracking their behavior.
- Managed 78 inquiry calls per day, ensuring proactive and optimistic customer expertise and lead qualification.
- Researched Alorica's competitors and identified new customer segments, expanding the company's target market by 3.9%.

Stocker

Costco

📅 2018 - 2020

📍 Greenville, SC

- Strategically placed merchandise to maximize visibility and accessibility for higher-end products, boosting their sales by 21%.
- **Resolved 39 customer inquiries weekly** regarding the location of electronic items in the store.
- Maintained an average stocking rate of 96 items per hour, surpassing the team average by 19%.
- Communicated with 27 team members via Microsoft Teams to ensure constant stock replenishment, reducing stock outage incidents by 9%.