

Cavanaugh Fairbairn

Customer Service Coordinator

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(123) 456-7890

Charleston, SC

[LinkedIn](#)

WORK EXPERIENCE

Charleston Wine + Food - Customer Service Coordinator

2020 - current

Charleston, SC

- Managed 4 social media accounts and answered questions, comments, and messages from customers
- Corresponded with 200+ clients via email, phone, and online chat
- Strategized and organized 8 sales initiatives, boosting revenue by 23% and increasing customer satisfaction by 12%
- Implemented annual survey to increase website traffic, increasing time-spent-on-site by 14%
- Contacted 82 vendors through outbound calls, increasing festival vendor numbers by 26%

C.H. Robinson - Customer Support Coordinator

2017 - 2020

North Charleston, SC

- Prepared and presented bi-annual customer service reports to 21 executives and stakeholders
- Conceptualized 20+ solutions to customer experience concerns, decreasing complaints by 28% and increasing satisfaction by 14%
- Inspired "effort-focused" customer service initiatives, such as online chatbots, to increase ease of service and decrease high customer effort scores
- Managed 94% of shipment tasks, including booking approvals, delivery team schedules, and invoicing
- Documented industry terms and tasks, reducing training time by 28% and task review time by 13%

New Hope Chiropractic - Front Office Coordinator

2015 - 2017

Charleston, SC

- Created marketing content for social media, increasing online engagement by 13%
- Implemented follow-up calls to customers, increasing customer retention by 26%
- Decorated front office bi-monthly per season and holiday, increasing customer engagement by 28% and increasing employee satisfaction by 21%
- Updated customer information per visit with 91% accuracy

EDUCATION

Clemson University - Bachelor of Science, Business Administration

2013 - 2017

Clemson, SC

SKILLS

Active Listening; Negotiation; Google Suite; Slack; Interpersonal Communication; Time Management; Flexibility; Collaboration; Data Entry; Outbound Calling