




TERENCE PILAR

CUSTOMER SERVICE SUCCESS SPECIALIST

CONTACT

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San Francisco, California 

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EDUCATION

B.A.

Communications

California State University,
Hayward

September 2014 - June 2018

Hayward, CA

GPA: 3.6

SKILLS

CRM

Empathy

People-oriented

Microsoft Office

Attention to Detail

Data Analysis

Product Knowledge

CERTIFICATIONS

Certified Customer Service
Professional

WORK EXPERIENCE

Customer Success Specialist

Bright Pattern, Inc.

December 2020 - current / San Francisco, CA

- Managed cases with 23+ clients per shift, addressing specific concerns or complaints
- Resolved 84% of customer calls within 4 minutes by using negotiation strategies, reducing the likelihood of negative reviews by 88% in 2020
- Collaborated with 7 customer service representatives to redirect negative calls, reducing waiting times by 33%
- Evaluated Bright Pattern's products and common user complaints to compile FAQ sheets, improving the customer inquiries' resolution rates by 63%

Customer Service Representative

Robert Half

November 2019 - December 2020 / San Francisco, CA

- Mentored 3 new representatives on typical customer interactions to reduce onboarding time by 12%
- Established detailed knowledge and awareness of the evolving product offerings, improving customer retention by 9% by recommending new products to current customers
- Increased average customer order size for new customers by 14% by understanding needs and recommending the right products
- Exceeded sales targets by 27% in 2020 by maintaining a robust knowledge of product offerings and assessing customer needs

Customer Service Agent

Insight Global

June 2018 - November 2019 / San Leandro, CA

- Analyzed customer accounts, and resolved customer issues for a 97% satisfaction rate
- Delivered exceptional customer service to customers, assisting them in setting up subscription plans at a rate 23% above targets
- Utilized Microsoft Office tools to track customer experiences, communication, and marketing efforts, extending the customer lifespan by 2 months, on average
- Maintained up-to-date records on 410+ customers in HubSpot CRM while interacting with customers across email, phone, and 3 social media platforms