

Emilia LaRue

Customer Service Supervisor

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(123) 456-7890

Tempe, AZ

[LinkedIn](#)

WORK EXPERIENCE

Allstate - Customer Service Supervisor

March 2020 - current

Tempe, AZ

- Implemented the use of Zendesk for ticket management and cut response times by 21%
- **Improved customer satisfaction by 36%** by managing inquiries on social media using Hootsuite
- Facilitated informed decision-making with weekly performance reports for senior management
- Coordinated team tasks and deadlines using Smartsheet, increasing team productivity by 12%

GoDaddy - Technical Support Specialist

February 2017 - February 2020

Gilbert, AZ

- Reduced escalation rates by 29% by working with the engineering team to resolve complex issues
- **Achieved a feedback score of 4.8/5**, exhibiting a high level of technical expertise and customer service
- Prevented potential disruption to thousands of customers by identifying a major software bug
- Resolved complex technical issues with strong knowledge of web hosting and server technologies

State Farm - Customer Service Representative

June 2014 - January 2017

Tempe, AZ

- Managed an average of 60+ customer interactions per day, providing information on insurance policies and addressing inquiries
- Contributed to a 14% boost in policy sales via cross-selling and upselling insurance products
- Trained 17 new customer service representatives on best practices and company policy
- Coordinated with the claims department to expedite claim processing, **reducing average processing time by 25%**

EDUCATION

Arizona State University - Bachelor of Science, Business Administration

2010 - 2014

Tempe, AZ

SKILLS

HubSpot CRM; Zendesk; LiveChat; Five9; Hiver; Hootsuite; Smartsheet; Usabilla

CERTIFICATIONS

- Customer Service Management Certification