



# TOBIAS GOLDMANN

## Customer Service Technician

### CONTACT

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Goodna, AU 

[LinkedIn.com](#) 

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### EDUCATION

SSCE

Conservatorium High School

2013 - 2019

Sydney, NSW, AU

#### Relevant Courses

Tools for Creative Problem  
Solving

Leadership Skills

### SKILLS

Attentive

Intuitive

Problem Solving

Collaborative

Conflict Resolution

Empathetic

Attention to Detail

CRM Software

### HOBBIES & INTERESTS

Community Service

Pickup Soccer & Football League

Competitor

Chess Competitor

### WORK EXPERIENCE

#### Customer Service Executive

Cash Converters

April 2021 - current / Goodna, AU

- Maintained a courteous and empathetic attitude toward customers, earning 3 Employee of the Month awards for high customer satisfaction ratings
- Assessed customer complaints on incoming calls, enabling faster complaint triaging and reducing the time to resolution by 24%
- Documented customer interactions, providing examples for employee onboarding that reduced time in training by 11%
- Established and maintained high customer satisfaction ratings by responding to 98% of email communication within 1.5 hours

#### Customer Service Rep

Weploy

January 2019 - February 2021 / Sydney, AU

- Handled an average of 78 customer inquiries and complaints per day with a 92% customer satisfaction rate
- Held a knowledge base of the evolving product offerings, and improved customer retention by 12% by answering product questions
- Developed up-to-date customer records using 6+ types of software, including HubSpot CRM, while interacting with customers across email, phone, and social media
- Increased average customer order size for new customers by 17% by understanding needs and recommending the right products

### PROJECTS

#### Your Business, Your Rules

Content Creator and Founder

- Established blog focusing on business financing and customer service solutions for small businesses, posting 4+ times weekly and acquiring 510+ regular readers
- Developed small business market knowledge, understanding customer needs and enabling 44% customer acquisition growth
- Reviewed 200+ customer and financial services for small businesses
- Handled 100% of reader inquiries, feedback, and complaints
- Managed 2 content writers, providing feedback and edits to improve article readability and Google rankings