JENNIFER BOZYAN

ENTRY-LEVEL FLIGHT ATTENDANT

CONTACT

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(123) 456-7890 ☎

Austin, TX 📍

[LinkedIn](#) in

EDUCATION

Bachelor of Arts
History
University of Texas at Austin
2016 - 2020
Austin, TX

SKILLS

Verbal Communication
Collaboration
Adaptability
Sales
Customer Support
Money Handling
Conflict Resolution
Training/Leadership

HOBBIES

Learning French via Duolingo
Cooking Indian & French Cuisine
Travel Blogging

WORK EXPERIENCE

Customer Support

Frame.io

2019 - current / Austin, TX

- Provided timely support for an average of 52 customers per day, responding to phone calls, emails, and chat messages
- Identified customers' issues, guided them through solutions, and offered additional support and references for future use, increasing customer satisfaction by 28%
- Resolved workflow solutions and wrote 17 internal documents to instruct new hires, **increasing technical efficiency by 49%**
- Trained 4 new customer support hires, decreasing time-to-productivity by 41% and increasing employee retention by 9%
- Informed customers about subscription packages, increasing subscription package purchases by 11%

Customer Support

Postscript

2018 - 2019 / Austin, TX

- Provided technical support for SaaS via phone, email, and chat, communicating with an average of 43 customers per day
- Networked with previous customers through email and chat messages to determine areas of concern, reporting technical issues and customer concerns to team members
- Tracked technical issues and solved 99% of problems within 1 day
- Collaborated with 3 team members to streamline communication processes, **increasing efficiency by 28%**

Server

Buffalo Wild Wings

2016 - 2018 / Austin, TX

- Greeted guests and prepared tables for dining within 2 minutes of guest arrival, increasing seating speed by 16%
- Promoted monthly specials and high-margin items, increasing average bill size by $12
- Checked on guests 3-4 times throughout their dining experience, increasing customer satisfaction by 31%
- Processed payments, issued correct change, and earned tip percentages of 17% on average