

ADALYN REYES

Remote Customer Service

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📍 Mooresville, NC

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EDUCATION

Associate in Applied
Science in Business
Administration

Wake Technical Community College

📅 2018 - 2020

📍 Raleigh, NC

SKILLS

- Salesforce
- HappyFox
- RingCentral
- GoToMeeting
- SocialPilot
- Olark

WORK EXPERIENCE

Remote Customer Service

Lowe's

📅 September 2021 - current

📍 Remote

- **Enhanced customer engagement by 37%** via GoToMeeting virtual meetings with customers
- Improved tracking and resolution of customer issues by 23% by using Salesforce for CRM
- Handled an average of 220+ calls per week using RingCentral with an 87% resolution rate on the first contact
- Assisted in developing a new remote training program, increasing new hire efficiency by 41%

Telemarketer

American Red Cross

📅 August 2018 - September 2021

📍 Raleigh, NC

- Managed sensitive donor information in compliance with legal and data privacy regulations
- Maintained up-to-date knowledge of American Red Cross initiatives, programs, and needs, ensuring accurate information sharing
- Implemented a new call tracking system, **enriching data accuracy and call efficiency by 29%**
- Coordinated with the volunteer management team to match volunteers with suitable opportunities

Food Service Worker

AVI Foodsystems

📅 July 2017 - July 2018

📍 Raleigh, NC

- **Reduced food waste by 31%** through proper inventory management and meal planning
- Participated in weekly menu planning and incorporated customer feedback to improve menu diversity
- Assisted in catering events for 500+ guests, demonstrating strong organizational skills and attention to detail
- Prepared special meals for customers with dietary restrictions, receiving positive feedback and contributing to return customers

CERTIFICATIONS

- Certified Customer Service Professional (CCSP)