



# MICHAEL CARTER

Credit Card Customer Service Representative

Skilled Financial Services Representative Specializing in Credit Card Support  
Experienced customer service professional with expertise in credit card account management, fraud prevention, and upselling financial products. Proven ability to build trust and foster client loyalty.

## PROFESSIONAL EXPERIENCE

June 2015 – October 2019

**Credit Card Customer Service Representative** | Prestige Bank, City, ST | March 2019 to present

- Assisted customers with credit card inquiries, ensuring a 98% satisfaction rate across 2,000+ monthly interactions
- Identified and prevented fraudulent transactions worth \$50,000, implementing enhanced detection protocols
- Upsold premium card services, achieving 120% of monthly sales targets consistently

June 2016 – March 2019

**Customer Support Specialist** | Global Financial Corp, City, ST


- Processed 500+ credit card applications monthly with a 99% accuracy rate, reducing application errors by 25%
- Resolved billing discrepancies within 24 hours, reducing customer complaints by 30%
- Conducted user training sessions on mobile banking tools, increasing adoption rates by 20%

## EDUCATION

**Bachelor of Arts in Economics**

University of State, City, ST | May 2016

## CONTACT

 (123) 456-7890

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## KEY SKILLS

- Credit card account management
- Fraud detection and prevention
- Payment processing and adjustments
- Cross-selling financial products
- Dispute resolution