

Amanda Clark

Remote Customer Service Representative

AC

Dedicated Remote Professional Skilled in Digital Customer Support
Experienced in managing virtual customer service operations focusing on efficiency and client satisfaction. Proficient in utilizing digital tools to streamline communication and issue resolution.

CONTACT



(123) 456-7890



email@example.com



City, ST

EDUCATION

Bachelor of Arts in Communications
State University, City, ST
May 2018

KEY SKILLS

- Digital communication tools (e.g., Zoom, Slack)
- CRM platforms (e.g., HubSpot, Salesforce)
- Remote team collaboration
- Virtual troubleshooting and support
- Workflow optimization

PROFESSIONAL EXPERIENCE

- Remote Customer Service Representative, VirtualAssist Solutions, City, State**
January 2020 – Present
 - Handled 100+ customer inquiries daily through chat and email, achieving a 96% resolution rate
 - Streamlined remote workflows, reducing average response time by 15%
 - Trained new hires on virtual platforms, enhancing team efficiency by 20%
- Virtual Customer Support Agent, DigitalHelp LLC, City, ST**
June 2018 – December 2019
 - Provided technical and account support for clients across five time zones, ensuring 24/7 availability
 - Resolved 85% of customer issues without escalation through effective troubleshooting
 - Implemented a feedback system that improved customer experience ratings by 18%