



MARISOL VEGA

Customer service representative with 5 years handling high-volume calls, chats, and email tickets across retail and telecom. Comfortable de-escalating frustrated customers, navigating Salesforce and Zendesk, and meeting tight QA scorecards. Known for keeping a friendly tone even on the 60th call of the day.

PROFESSIONAL EXPERIENCE

SENIOR CUSTOMER SERVICE REPRESENTATIVE

BRIGHTWAVE COMMUNICATIONS, TAMPA, FL | JANUARY 2022 – PRESENT

- Handle 75-90 inbound calls and 40+ chats daily for residential internet customers, maintaining a 94% QA score against a 90% team target
- Resolved \$14,300 in billing disputes during 2023 by walking customers through itemized charges and applying promo credits within policy
- Trained 6 new hires on call flow, CRM notes, and de-escalation scripts; 5 of them passed nesting on the first attempt
- Flagged a recurring router-provisioning bug to tier-2 support, cutting repeat calls on that issue by roughly a third
- Selected as backup floor lead during supervisor PTO, coaching peers in real time over team chat

CUSTOMER SERVICE REPRESENTATIVE

COASTLINE OUTFITTERS, TAMPA, FL | FEBRUARY 2020 – MARCH 2022

- Answered 50-65 calls per day on orders, returns, and product questions for an outdoor apparel retailer
- Processed an average of 120 RMAs and refunds per week in NetSuite with under 1% error on QA audits
- Recovered roughly \$9,800 in at-risk holiday orders by coordinating with the warehouse on expedited reships
- Earned 'Top CSAT' three months in a row with a 4.8/5 customer rating

EDUCATION

Associate of Arts

Hillsborough Community College | October 2020

HDI Customer Service Representative Certification | July 2023



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KEY SKILLS

- Salesforce Service Cloud
- Zendesk
- NetSuite
- Live chat and email support
- De-escalation
- Billing and refunds
- Bilingual (English/Spanish)
- QA scorecard standards
- CRM documentation
- Slack and Microsoft Teams