



Monica Jaramillo

Team Lead

Customer service team lead with 3 years of experience coordinating order inquiries, escalation investigations, and customer complaint resolution using Zendesk, Salesforce, and Freshdesk. Maintained a 97.55% SOP adherence rate by conducting weekly procedure audits and coaching team members on updated order-handling protocols.

CONTACT INFORMATION



(603) 555-0118



monica.jaramillo@example.com



Laconia, NH 12345

EDUCATION

AS in Business Management
Lakes Region Community College,
Laconia, NH 2021 - 2023

KEY SKILLS

- Zendesk
- Salesforce
- Freshdesk
- Microsoft Excel
- SOP Development
- Order Processing
- Incident Investigation
- Complaint Resolution
- KPI Tracking
- Queue Management

PROFESSIONAL EXPERIENCE

Team Lead | 2024 - Present

Pemigewasset Ridge Fulfillment, Laconia, NH

- Handled an average of 137 customer tickets per day by assigning work across the support queue and prioritizing time-sensitive shipment inquiries in Zendesk.
- Maintained a 97.55% SOP adherence rate by conducting weekly procedure audits and coaching team members on updated order-handling protocols.
- Investigated 4 service escalations per quarter, documenting root causes and filing corrective-action reports that reduced recurrence within 45 days.
- Resolved an average of 23 customer complaints per week regarding return policies and shipping procedures, logging each case in Salesforce.

Customer Service Representative | 2023 - 2024

Winnisquam Bay Commerce Group, Tilton, NH

- Handled 84 customer contacts per day during peak season by following established SOP checklists and confirming order details before closing each case.
- Investigated 3 repeated service complaints over 11 months, compiling case timelines and recommending script changes that were adopted within 14 days.
- Answered customer questions on return and exchange policies, handling an average of 41 inquiries per shift and logging outcomes in Freshdesk.