



Leon Lopez

Customer Service Team Lead

Customer service professional with 7 years of experience who raised first-call resolution from 71.3% to 84.7% by introducing a root-cause questioning framework and weekly call-review sessions for 14 representatives. Skilled in Zendesk, Salesforce, and Microsoft Excel, with a background in KPI reporting, escalation management, and schedule coordination across teams of up to 14 agents.

CONTACT INFORMATION



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Elko, NV 12345

EDUCATION

Bachelor of Arts Communication Studies
University of Nevada, Reno, Reno, NV
2015 – 2019

KEY SKILLS

- Zendesk
- Salesforce
- Microsoft Excel
- ACD Phone Systems
- KPI Reporting
- Schedule Coordination
- Escalation Management
- Call Quality Monitoring
- Conflict Resolution
- Team Coaching

PROFESSIONAL EXPERIENCE

- **Customer Service Team Lead, Lamoille Valley Home Services, Elko, NV**
2023 – Present
 - Raised first-call resolution rate from 71.3% to 84.7% by introducing a root-cause questioning framework and weekly call-review sessions for 14 representatives.
 - Resolved an average of 37 escalated cases within 24 hours each month by triaging incoming tickets in Zendesk and assigning them by agent skill set.
 - Cut average caller wait time by 3.4 minutes after restructuring shift schedules to align staffing with peak call volume from 10 a.m. to 2 p.m.
 - Compiled weekly KPI reports in Excel and presented findings to management, tracking trends across first-call resolution, wait time, and escalation volume.
- **Senior Customer Service Representative, Ruby Mountain Communications, Spring Creek, NV**
2021 – 2023
 - Closed 28 escalated service issues within 24 hours per month by coordinating with billing and technical departments through Salesforce case notes.
 - Reduced average hold time by 2.1 minutes for a 9-agent pod by drafting updated call scripts that shortened account-verification steps.
 - Prepared monthly correspondence and summary reports for management detailing escalation patterns and resolution timelines across 4 product lines.
- **Customer Service Representative, Humboldt Creek Outfitters, Winnemucca, NV**
2019 – 2021
 - Maintained a personal first-call resolution rate of 83.3% while handling an average of 48 inbound calls per shift.
 - Lowered caller wait time by 1.8 minutes during holiday surges by volunteering for overflow queue coverage and adjusting break schedules.
 - Documented recurring product inquiries and submitted a 12-page reference guide that reduced repeat callbacks on 6 common issues.