




Jessica Martinez

SENIOR CUSTOMER SERVICE REPRESENTATIVE

 (212) 555-7394

 jessica.martinez@gmail.com

 United States, New York, NY

SKILLS

Conflict resolution and de-escalation techniques	Expert
Leadership and team management	Expert
Customer loyalty programs	Expert
Product knowledge (electronics, home appliances)	Expert
Data entry and CRM software (Salesforce, Zendesk)	Expert
Excellent verbal and written communication	Expert

PROFESSIONAL SUMMARY

Experienced Senior Customer Service Representative with over 10 years in retail. Proven track record in managing customer relationships, resolving complex issues, and leading high-performing teams to achieve operational excellence. Seeking to leverage my expertise to support a dynamic retail company in delivering exceptional customer experiences.

EXPERIENCE

January 2020 - Now

Senior Customer Service Representative

Best Buy / New York, NY

- Handle escalated customer concerns, addressing complex issues related to product returns, warranties, and delivery.
- Assist in improving customer satisfaction by implementing process improvements that reduced response times by 15%.
- Maintain in-depth knowledge of product features and services to provide accurate recommendations and troubleshoot issues.
- Collaborate with sales and inventory teams to ensure smooth customer interactions and prevent product shortages.
- Drive customer loyalty programs and increase retention rates by offering personalized customer engagement.

June 2015 - December 2019

Customer Service Representative

Target / New York, NY

- Assisted customers with product inquiries, returns, and exchanges in a fast-paced retail environment.
- Consistently met and exceeded individual sales goals, achieving top-ranking sales within the department.
- Managed cash register and processed transactions efficiently, ensuring accurate and timely order fulfillment.
- Participated in store events to promote customer engagement and loyalty.

EDUCATION

Bachelor of Arts in Business Administration

New York University / United States, Graduated: May 2015

Certifications

- **Certified Customer Service Professional (CCSP)**, April 2020
- **Leadership in Customer Service**, November 2019