

SARAH JENKINS

Call Center & Customer Support Professional

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PROFESSIONAL SUMMARY

Dedicated and performance-driven Call Center Specialist with over 5 years of experience delivering high-quality customer support in fast-paced inbound environments. Proven track record of maintaining a 98.5% customer satisfaction (CSAT) rating while resolving 85+ calls daily. Expert in active listening, de-escalating challenging situations, and leveraging CRM platforms to optimize service efficiency and reduce average handle times by 15%.

CERTIFICATIONS & LICENCES

- **Certified Customer Service Professional (CCSP)**
National Customer Service Association
- **Call Center Specialist Certificate**
International Customer Management Institute
- **HIPAA Compliance Certification**
Nexa Health Training Institute
- **Crisis De-escalation Certified**
Apex Training Services

CORE SKILLS

- **Customer Systems:** Salesforce Service Cloud, Zendesk, CRM databases, Talkdesk, Avaya.
- **Core Capabilities:** Active Listening, Conflict Resolution, Escalation Handling, Inbound/Outbound Routing.
- **Key Competencies:** Billing Support, Account Auditing, De-escalation, Cross-selling.
- **Languages:** Bilingual (English & Spanish).

PROFESSIONAL EXPERIENCE

Apex Customer Solutions Senior Inbound Agent

Austin, TX
June 2024 – Present

- Resolve 85+ customer inquiries daily regarding account billing, product troubleshooting, and policy guidance.
- Maintain a 98.5% Customer Satisfaction (CSAT) rating, consistently exceeding the department goal of 95%.
- Decreased Average Handle Time (AHT) by 15% through efficient navigation of Salesforce Service Cloud and Zendesk.
- Mentor and coach 8 junior call center agents on communication protocols and conflict resolution strategies.

Nexa Support Services Call Center Agent

Houston, TX
March 2022 – May 2024

- Managed high-volume inbound queue of up to 90 calls per day in a fast-paced customer care environment.
- Achieved a 93% First-Contact Resolution (FCR) rate, reducing overall escalation rates by 12%.
- Utilized active listening and conflict de-escalation techniques to handle complex customer complaints successfully.
- Assisted in training team members on the migration to a new CRM system, maintaining zero downtime in support.

Synapse Retail Customer Care Representative

Dallas, TX
September 2020 – February 2022

- Responded to inbound customer queries regarding order tracking, product returns, and billing disputes.
- Honored as “Agent of the Month” twice for achieving top QA scores (97.8% average) and attendance reliability.
- Logged and classified customer feedback in the ticket tracking database to assist product development teams.

EDUCATION

Meridian Community College Associate of Applied Science in Business Administration

Meridian, MS
Graduated May 2020

Vertex Vocational School Certificate in Professional Communication & Customer Service

Dallas, TX
Completed December 2018