

Mark Anderson

Los Angeles, CA
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LinkedIn | Portfolio

Key Skills

- Call handling and phone etiquette
- Conflict resolution and de-escalation
- Data entry and customer relationship management (CRM) software (Salesforce)
- Time management and prioritization

Education

Candidate: Associate Degree in Communications
University of California, Los Angeles | May 2025

Detail-oriented and empathetic customer service professional with **excellent communication and problem-solving skills**.

Professional Experience

Customer Service Representative (Internship)

Tech Solutions | June 2023 - Present

- Assist over **50 customers daily**, providing solutions to product-related inquiries
- Manage email and chat support, ensuring a **fast response time**

Call Center Agent (Part-Time)

Local Telecom Company | August 2022 - May 2023

- Answered **80+ calls per shift**, troubleshooting billing and account issues
- Maintained a **95% customer satisfaction rating** through attentive service