



Vanessa Lee

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Support-focused professional ready to provide excellent service and timely resolutions

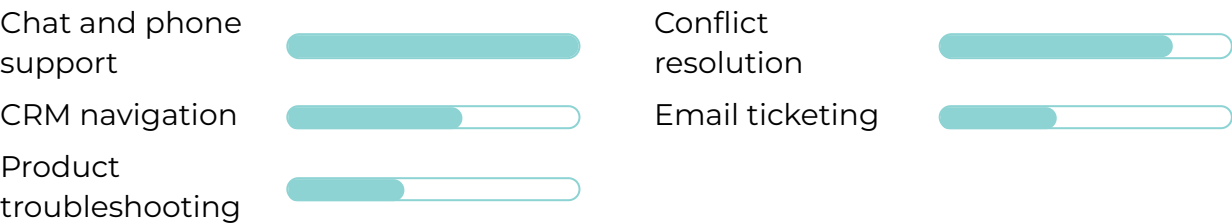
Stay-at-home mom with previous call center experience, now pursuing remote customer service opportunities. Skilled in CRM tools and client de-escalation.

Professional Experience

- Customer Service Representative

Sacramento Telecom, Sacramento, CA
- Assisted customers with billing issues, plan upgrades, and tech troubleshooting
 - Averaged 50+ calls per shift and maintained high satisfaction scores

Key Skills



Education

Associate of Applied Science in Business Support
Sacramento City College | 2011

March
2012 -
July 2016