

# EMMA FOSTER

## Remote Customer Service Representative

City, ST 98765  
email@example.com (123) 456-7890  
LinkedIn

### Tech-Savvy Remote Customer Service Specialist

Customer service professional with four years of experience providing virtual support through phone, email, and live chat. Proficient in troubleshooting, CRM systems, and digital communication tools.

## Professional Experience

### Remote Customer Support Representative

 XYZ Online Services | City, ST | May 2021 - Present

- Managed an average of 75 customer inquiries daily via email, chat, and phone, achieving a 98% resolution rate
- Resolved technical issues for customers by providing step-by-step guidance, reducing escalations by 30%
- Maintain detailed case logs in CRM software, ensuring accurate tracking and follow-ups

### Virtual Customer Service Agent

 ABC Subscription Services | City, ST | June 2019 - May 2021

- Assisted customers with subscription modifications and cancellations, reducing churn rates by 15%
- Provided troubleshooting assistance for digital content access, improving user experience ratings
- Created help desk articles that decreased repetitive inquiries by 20%

## Key Skills

- Remote customer support
- CRM software (Zendesk, Salesforce)
- Email and chat-based communication
- Problem-solving and troubleshooting
- Time management and self-motivation

## Education

### Bachelor of Arts in Communication Studies

 University of Colorado | May 2019