

# OLIVE JAMES

## Social Media Customer Support Representative

City, ST 98765  
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LinkedIn

### Social Media Customer Support Specialist With Brand Engagement Expertise

Digital-savvy customer support professional with three years of experience managing brand interactions on social media platforms. Skilled in responding to inquiries, resolving complaints, and monitoring online feedback.

## Professional Experience

- April 2021 - Present **Social Media Customer Support Representative** *XYZ Digital Services | City, ST*
- Responded to 100+ daily customer inquiries across Twitter, Facebook, and Instagram, maintaining brand voice and consistency
  - Managed complaint resolution via social media, reducing negative feedback by 25%
  - Collaborate with the marketing team to develop customer engagement strategies
- June 2019 - April 2021 **Online Chat Support Agent** *ABC E-Commerce | City, ST*
- Provided real-time chat support for customers navigating product pages and checkout
  - Developed chatbot responses to streamline FAQ interactions, reducing chat queue times by 30%
  - Monitored product reviews and responded to feedback to enhance brand reputation

## Key Skills

- Social media customer support
- Reputation management
- Content moderation
- Crisis response and issue resolution
- Social media tools (Hootsuite, Sprout Social)

## Education

**Bachelor of Science in Digital Marketing** New York University | May 2019