

OLIVE JAMES

Social Media Customer Support Representative

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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	<div>Social Media Customer Support RepresentativeXYZ Digital Services City, ST</div> <ul style="list-style-type: none">Responded to 100+ daily customer inquiries across Twitter, Facebook, and Instagram, maintaining brand voice and consistencyManaged complaint resolution via social media, reducing negative feedback by 25%Collaborate with the marketing team to develop customer engagement strategies
June 2019 - April 2021	<div>Online Chat Support AgentABC E-Commerce City, ST</div> <ul style="list-style-type: none">Provided real-time chat support for customers navigating product pages and checkoutDeveloped 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

<div></div>	Social media customer support
<div></div>	Reputation management
<div></div>	Content moderation
<div></div>	Crisis response and issue resolution
<div></div>	Social media tools (Hootsuite, Sprout Social)

Education

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