

Brian Edwards

Senior Customer Service Representative

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

Automotive Customer Service Specialist With Warranty and Service Expertise
Customer service representative with four years of experience assisting clients with vehicle service inquiries, warranty claims, and repair coordination.

Professional Experience

Senior Customer Service Representative
XYZ Corporation | City, ST July 2020 - Present

- Trained and mentored a team of 15 new hires, reducing onboarding time by 25%
- Managed escalated customer cases, achieving a 90% resolution rate within 24 hours
- Developed a workflow improvement that reduced service request handling time by 18%

Customer Service Associate
ABC Retailers | City, ST June 2017 - July 2020

- Assisted customers with returns, purchases, and inquiries, maintaining a 95% satisfaction rating
- Processed financial transactions with 100% accuracy across POS systems
- Collaborated with management to implement a loyalty program, increasing repeat customers by 20%

Key Skills

Vehicle service and repair coordination	<div></div>	Warranty and recall assistance	<div></div>
Customer complaint resolution	<div></div>	CRM software (DealerSocket, CDK Global)	<div></div>
Sales and upselling services	<div></div>		

Education

Bachelor of Business Administration
University of Texas | May 2017

