



Sophia Patel

Credit Card Customer Service Representative

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Customer Service Specialist With Expertise in Credit Card Account Management

Customer service professional with three years of experience assisting clients with credit card inquiries, fraud prevention, and payment processing. Proven ability to handle sensitive financial information securely and efficiently.

Professional Experience

Credit Card Customer Service Representative *National Bank Services | City, ST | July 2021 - Present*

- Assisted customers with credit card payments, disputes, and fraud alerts, reducing chargebacks by 15%
- Process payment adjustments and interest rate changes, ensuring regulatory compliance
- Educated customers on security measures, reducing unauthorized transactions by 20%

Bank Teller *Community Savings Bank | City, ST | June 2019 - July 2021*

- Handled cash transactions, check deposits, and customer account inquiries
- Assisted customers in understanding credit card features and benefits
- Maintained a 98% accuracy rate in processing financial transactions

Key Skills

- Credit card fraud prevention
- Payment processing
- Dispute resolution
- Account management
- CRM and banking software (Salesforce, Fiserv)

Education

Bachelor of Science in Finance *University of Texas | May 2019*