

# Jordan Ellis

(681) 204 7100
example@cvmaker.com

Columbia, OH

## Relevant Experience

### Customer Service Representative

Willow & Pine Homeware

Nov 2023 - Present

Columbus, OH

- Handle customer questions about online orders, deliveries, and returns by phone and email.
- Use Zendesk to document cases and coordinate resolutions with warehouse and billing teams.
- Trained three new colleagues on case documentation and escalation policies.
- Created response templates for common delivery questions.

### Customer Service Assistant

Brookfield Market

Nov 2022 - Oct 2023

Columbus, OH

- Answered customer questions about purchases, promotions, and loyalty accounts.
- Processed returns and exchanges according to store policies.
- Recorded customer concerns and referred them to the appropriate supervisor.
- Worked with checkout colleagues to resolve pricing discrepancies.

## Education

### High School Diploma

Aug 2018 - Jun 2022

Brookfield High School

## Personal details

LinkedIn https://www.linkedin.com/in/petra-coyle

## Resume objective

Customer service representative with four years of experience handling orders, returns, and account questions. Uses Zendesk to track issues and coordinate resolutions. Trained three new colleagues on case documentation and escalation policies.

## Skills

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|---|---|
| Customer service | Expert |
| Zendesk | Experienced |
| Order tracking | Expert |
| Returns and exchanges | Experienced |
| Case documentation | Expert |
| Complaint resolution | Experienced |
| Phone and email support | Experienced |
| - New employee training | Experienced |