Alex Morgan

(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

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