

JACK JEFFERSON
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A customer service representative and team leader with six years' experience assisting customers in the United States and worldwide with all phases of telephone contacts, including sales orders, hotel and dining reservations, special events tickets, and airline and car rental orders. A reliable listener who completes assignments accurately.

PROFESSIONAL EXPERIENCE

XYZ Parks and Resorts, Los Angeles, California

2007-Present

Customer Service Representative

Process more than 115 orders per day from the XYZ Parks and Resorts catalog and created customized vacation packages to the XYZ Parks and Resorts.

- Book dinner reservations for 80 different restaurants and note special requirements.
- Authorized to issue credits, discounts and accept returns to promote complete customer satisfaction.
- Responsible for sending e-mails regarding order problems between phone calls and meeting response time requirements of 2.25 minutes.
- Refer international customers to specific XYZ company locations.
- Received a recognition award for providing "above and beyond" service to an individual customer to enhance their honeymoon vacation to the XZY Park.
- Handle an average of 125 catalog calls per day.

WorldTech, Los Angeles, California

1998-2006

Customer Service Lead

Answered calls for the ABC Magazine in regards to zip codes, postal rates and changes of address as well as postal issues and held mail.

- Handled escalated calls at the Customer Service Desk to resolve difficult contacts; documented customer complaints.
- Tracked urgent express mail and processed on-call pick up for customers.
- Checked schedule adherence, documented issues and assisted agents in performing the tasks.
- Monitored the quality of agents and improved their performance.
- Updated agents on changed in the postal service and new policies.
- As a nesting supervisor gave final training and evaluations to 16 new agents.

EDUCATION

Los Angeles Community College, Los Angeles, California

Took courses towards a Bachelor of Science in Business Administration