**Tiffany Jackson**

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**Professional Summary**

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

**Skills**

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| --- | --- |
| * Customer Service * Microsoft Office Suite * Time Management * Inbound and Outbound Calling * Data Entry and Analysis * Attention to Detail | * Complex Problem-Solving * Verbal and Written Communication * Clerical Duties * Account Management * Typing Proficiency (50 WPM) * Online Chat Support |

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**Work History**

**Customer Service Advocate** Feb 2023 - Current

Maximus Federal Services Remote

* Enhanced customer satisfaction by promptly addressing and resolving inquiries and issues.
* Streamlined communication channels for improved efficiency in handling customer concerns.
* Implemented new strategies to reduce average call handling time while maintaining high-quality service.
* Maintained a positive work environment, fostering team collaboration and continuous improvement.

**Customer Service Representative** Aug 2019 - Feb 2023

General Dynamics Information Technology Inc

* Handled customer inquiries and suggestions courteously and professionally.
* Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
* Answered constant flow of customer calls with minimal wait times.
* Updated account information to maintain customer records.
* Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

**Sales Representative** Aug 2018 - Aug 2019

Convergys

* Increased sales revenue by identifying and targeting high-potential accounts.
* Expanded customer base through cold calling, networking, and relationship building.
* Enhanced client satisfaction by addressing concerns promptly and providing exceptional service.
* Generated additional sales opportunities with upselling and cross-selling techniques.

**Customer Service Representative** Jan 2016 - Aug 2018

Resultscx Remote

* Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
* Streamlined call center processes for improved efficiency and reduced wait times.
* Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
* Assisted customers in navigating company website and placing online orders, improving overall user experience.
* Collaborated with team members to develop best practices for consistent customer service delivery.

**Customer Service Agent** Feb 2014 - Jan 2016

Humana

* Enhanced customer satisfaction by efficiently resolving inquiries and addressing concerns.
* Maintained a high level of professionalism when interacting with customers, ensuring positive experiences.
* Streamlined communication processes for improved information exchange between customers and team members.
* Utilized strong problem-solving skills to quickly identify and address customer issues.

**Education**

**High School Diploma**

Varnado High School