

Isabel Cruz

Senior Customer Service Representative

✉ isabel.cruz@email.com
☎ (214) 555-0148
📍 Dallas, TX
🌐 [linkedin.com/in/isabel-cruz-cx](https://www.linkedin.com/in/isabel-cruz-cx)

Summary

Customer Service Associate with 4 years in remote contact-center environments (voice, chat, email) averaging 95 CSAT and 4.9/5 on written resolutions. Obsessed with making the customer's Day 1 experience seamless — routinely the top-ranked agent on first-contact resolution. Bias for Action when policies need interpretation and Earn Trust in every tough conversation. Ready to join Amazon's Customer Service org in a virtual or site-based role.

Experience

Senior Customer Service Representative Mar 2023 - Present
Chewy Remote (Dallas, TX)

Handle omnichannel support for pet-parent accounts with a focus on complex order, subscription, and sympathy cases.

- Average 95 CSAT and 87% first-contact resolution across 3,400 contacts/quarter — consistently top 3% of a 900-agent site
- Selected to the Tier-2 Escalation Team handling the top 5% of emotionally sensitive cases (refunds, pet-loss sympathy)
- Authored 8 macro updates that cut average handle time by 41 seconds across the voice team
- Mentored 11 new hires through nesting; all 11 met or beat their 30-day quality bar

Customer Service Associate Jun 2021 - Feb 2023
Zappos Las Vegas, NV

Voice and chat support for a brand known for category-leading service.

- Sustained a 96 CSAT and zero escalated complaints across 6,800 contacts
- Trained in Zappos WOW service principles; used on a peer-coaching rotation for 2 cohorts
- Implemented a personal call-template library that trimmed average handle time by 22 seconds
- Volunteered for holiday-peak overnight shifts for 3 consecutive seasons

Skills

Customer Service (Omnichannel)
CRM Tools (Salesforce, Zendesk)
De-escalation & Conflict Resolution
Written Communication
Typing 68 WPM
Multi-tasking
Remote Work Readiness
Amazon Leadership Principles

Languages

English	Native
Tagalog	Professional

Strengths

Customer Obsession
Averaged 95 CSAT across 11,000+ contacts — top 3% in the site every quarter since 2022.

Earn Trust
Selected to pilot the Tier-2 Escalation Team based on consistently calm, written-record-quality responses.