

Emily Chen

Customer Service Representative



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◆ Summary

Dedicated and results-driven Customer Service Representative with 5+ years of experience in the Bank Teller field, delivering exceptional customer experiences and driving business growth through effective communication, problem-solving, and relationship-building skills.

◆ Experience

Senior Customer Service Representative Jan 2018 - Present
Bank of America New York, USA

Handle customer inquiries, resolve issues, and provide product information, resulting in a 25% increase in customer satisfaction and a 15% increase in sales.

- Respond to customer inquiries via phone, email, and in-person, resolving issues and providing product information in a timely and professional manner.
- Utilize strong communication and problem-solving skills to de-escalate customer complaints, resulting in a 30% reduction in customer escalations.
- Collaborate with internal teams, including sales and operations, to resolve customer issues and drive business growth.
- Consistently meet or exceed monthly sales targets, with an average monthly sales increase of 10%.
- Develop and maintain strong relationships with customers, resulting in a 20% increase in customer retention.

Customer Service Representative Jun 2015 - Dec 2017
Wells Fargo San Francisco, USA

Provided exceptional customer service, responding to customer inquiries and resolving issues in a timely and professional manner.

- Responded to customer inquiries via phone, email, and in-person, resolving issues and providing product information.
- Utilized strong communication and problem-solving skills to resolve customer complaints, resulting in a 25% reduction in customer escalations.
- Collaborated with internal teams to resolve customer issues and drive business growth.
- Consistently met or exceeded monthly sales targets, with an average monthly sales increase of 5%.

◆ Education

◆ Skills

Communication
Problem-solving
Customer Service
Sales
Microsoft Office
Time Management
Teamwork

◆ Languages

English Native
Spanish Intermediate

◆ Certificates

Customer Service Certification
Jun 2016
Customer Service Certification Institute
Completed a certification program in customer service, demonstrating expertise in customer service skills and knowledge.

◆ Awards

Customer Service Award
Dec 2019
Bank of America

Bachelor's
University of California, Berkeley
Business Administration

Jun 2015
Berkeley, USA
3.5

Received an award for exceptional customer service, recognizing outstanding performance and dedication to delivering exceptional customer experiences.

◆ Hobbies

Reading
Hiking