Marcus Bennett

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Carvana
Tempe, AZ

Re: Customer Advocate, Bilingual (Spanish)

Dear Hiring Manager,

Buying a car online means customers call you when something about the biggest purchase of their year is late or unclear. Your Customer Advocate posting asks for bilingual reps who can handle those calls calmly and own them to the end, and that describes my work at both Chewy and Verizon.

At Chewy I take about 60 phone, chat and email contacts a day in English and Spanish. I keep a 96% CSAT and resolve 88% of issues on the first contact, and I've done that while bringing my handle time down, mainly by building a library of chat macros the rest of the team now uses. I've also trained six new hires and written 14 help-center articles for the questions we were answering over and over.

Before Chewy I spent two years on Verizon's billing and retention line. One call I still think about was a customer who had been double billed for three months and was ready to cancel four lines. I walked through every statement with her, got the credits approved on that call, and set a follow-up for the next billing date so she didn't have to call us. She stayed. Calls like that were most of my month, and I saved 30 or more accounts in a typical one.

I work comfortably in Zendesk and Salesforce Service Cloud and am available for any shift, including weekends. I'd be glad to talk about the role.

Thank you,
Marcus Bennett