

Marcus Bennett

Customer Service Representative · Support & Retention

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SUMMARY

Customer service representative with 5 years across phone, chat, and email support. Calm under pressure, fast to resolve, and consistently near the top of the team on satisfaction and retention.

EXPERIENCE

Senior Customer Service Representative · Chewy

May 2021 – Present

Phoenix, AZ

- Held a 96% CSAT across ~60 contacts per day, 8 points above team average.
- Resolved 88% of issues on first contact, cutting repeat tickets and escalations.
- Mentored 6 new hires and wrote 14 help-center articles that deflected common questions.
- Piloted a chat-macro library that trimmed average handle time 22% without hurting CSAT.

Customer Service Representative · Verizon

Mar 2019 – Apr 2021

Phoenix, AZ

- Handled 50+ billing and technical inquiries a day with a 92% satisfaction score.
- Saved 30+ accounts per month through empathetic, needs-based retention offers.
- Cut average handle time 18% while keeping quality-audit scores above 95%.
- Became the team's go-to for escalations, resolving disputes without supervisor hand-off.

Call Center Representative · Discount Tire

Jun 2017 – Feb 2019

Scottsdale, AZ

- Fielded 70+ inbound calls daily for orders, scheduling, and warranty questions.
- Maintained a 90%+ CSAT as a top-rated rep in a 40-person call center.
- Trained 4 seasonal hires on phone systems and de-escalation basics.

EDUCATION

Associate of Arts, Communication · Phoenix College

May 2019

SKILLS

Service: De-escalation, First-contact resolution, Retention, Active listening, Conflict resolution

Channels: Phone, Live chat, Email, Social media support

Tools: Zendesk, Salesforce Service Cloud, Intercom, Five9

Languages: English (native), Spanish (fluent)

CERTIFICATIONS

HDI Customer Service Representative (HDI-CSR) · Zendesk Support Administrator