



DEMO - Mike Rodriguez

Customer Service Representative · ProHelp Services

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About

****This account is for demonstration purposes only****

Hey, I'm Mike. I've been in the customer service field for 8 years and still get a kick out of helping people. I'm great at multitasking and keeping cool under pressure. When I'm not on duty, I'm usually writing music or exploring the great outdoors

Talents & Endorsements

Refined Administrator · Outdoor adventures · Songwriting · Rapid problem resolution · Calm under pressure

Experience

Customer Support Lead · ProHelp Services

2022 - Present · Houston, TX, USA

- Provided support across various communication channels including phone, email, and live chat
- Excelled in troubleshooting product-related issues
- Worked to increase customer satisfaction

Customer Service Specialist · Keebler and Sons

2016 - 2022 · Houston, TX, USA

- Answered inbound calls and inquiries
- Ensured timely and efficient service
- Specialized in calming upset customers
- Found satisfactory solutions to customers' problems

Customer Service Agent · OmniSupport

2014 - 2016 · Houston, TX, USA

- Served as the first point of contact for customers
- Generated tickets and resolved complaints
- Coordinated with the technical team to ensure prompt issue resolution

Education

Associate's Degree · Los Angeles City College



2012 - 2014 · Los Angeles, CA, USA

