

Dana Whitfield

Tucson, AZ · (555) 010-4471 · dana.whitfield@example.com

SUMMARY

Customer service specialist with five years of phone, chat and email support for subscription and online retail businesses. Calm on difficult calls, quick on new systems, fluent in English and Spanish.

EXPERIENCE

Clearwater Home Internet

Customer Service Specialist · May 2022 - Present

- Resolve billing disputes up to \$500 without handing them on, de-escalating upset customers by walking through account history line by line.
- Answer 50–60 calls and chats a day on billing, outages and service changes, with a 92% customer satisfaction score across 2024.
- Wrote 14 knowledge base articles on common billing questions; the team links them in replies instead of retyping answers.
- Coach new hires through their first two weeks on the phones.

Saguaro Pet Supply

Customer Support Associate · August 2019 - April 2022

- Handled order, return and delivery questions by email and chat for an online store shipping across the US.
- Processed about 40 returns and exchanges a day in Zendesk and Shopify.
- Flagged repeated breakage complaints to the warehouse lead, which led to a new packing check for fragile items.

SKILLS

Zendesk · Salesforce Service Cloud · Shopify · De-escalation · Billing support · Live chat · English and Spanish (fluent)

EDUCATION

Desert Valley Community College

Associate of Arts, Communication · 2019