Dana Whitfield

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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.

SKILLS

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

EXPERIENCE

Clearwater Home Internet
Customer Service Specialist · May 2022 - Present

- Answer 50–60 calls and chats a day on billing, outages and service changes, with a 92% customer satisfaction score across 2024.
- Resolve billing disputes up to $500 without escalating, using account history to explain charges line by line.
- Wrote 14 help-center articles on common billing questions; the team links them in replies instead of retyping answers.
- Mentor 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.

EDUCATION

Desert Valley Community College
Associate of Arts, Communication · 2019