Jasmine Achterberg

Customer Service Representative

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SUMMARY

Customer service representative with 4 years in utility and retail contact centers, handling 70 to 90 calls and chats a day in Salesforce Service Cloud and Zendesk. Holds a 94% CSAT and 82% first-contact resolution over the last 12 months, and handles billing disputes, service changes and escalations in English and Spanish.

EXPERIENCE

Customer Service Representative — Gulfline Energy

Tampa, FL · May 2022 – Present

- Handle 70 to 90 inbound calls and chats a day on billing, payment plans and service starts, keeping a 94% CSAT across about 18,000 contacts in the last year.
- Resolve 82% of contacts on the first call against a team target of 75%, mostly by checking meter reads and payment history before transferring anyone.
- Set up about 40 payment arrangements a week for customers behind on bills, following state disconnection rules and documenting each case in Salesforce.
- Wrote 6 knowledge base articles on common billing questions that the team now links in chat replies, cutting average chat handle time by about a minute.

Customer Care Associate — Brightway Home Stores

Tampa, FL · Aug 2020 – Apr 2022

- Answered about 60 calls and emails a day on orders, deliveries and returns in Zendesk, with an average first reply time under 4 hours for email.
- Processed 25 to 30 refunds and exchanges a day within policy, flagging 3 recurring damaged-delivery routes to logistics that were then re-assigned to a new carrier.
- Handled Spanish-language contacts for the team, roughly 15% of daily volume, translating return instructions into Spanish macros used by 12 agents.

SKILLS

Channels: Inbound phone, live chat, email, SMS support

Systems: Salesforce Service Cloud, Zendesk, Genesys Cloud, Microsoft 365

Service skills: De-escalation, billing disputes, payment plans, returns and refunds

Languages: English (native), Spanish (fluent)

EDUCATION

Associate Degree, Business Administration, Hillsborough Community College, 2020

Fictional example by FindAJobAI: the person, employers and numbers are invented.