Alicia Moreno

Customer Support Specialist

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SUMMARY

Customer support specialist with 5 years of experience in SaaS and retail, working in Zendesk, Intercom and Salesforce Service Cloud. Raised CSAT from 86% to 94% on a 10-person team and cut average first response time from 6 hours to 45 minutes. Known for calm, clear writing and a habit of fixing the root cause, not just the ticket.

EXPERIENCE

Customer Support Specialist — Brightline Software

Tampa, FL · Feb 2023 – Present

- Answered an average of 55 tickets a day in Zendesk across chat, email and phone, maintaining a 94% CSAT score over 12 months.
- Cut average first response time from 6 hours to 45 minutes by rewriting 20 macros and reorganizing the ticket queue by urgency.
- Wrote 18 help center articles that reduced repeat questions on billing and login issues by 30%, measured by ticket tags.
- Flagged a recurring bug in the mobile checkout flow from 40 related tickets; the fix cut related complaints to near zero within a month.

Customer Service Representative — Harborview Retail Group

Tampa, FL · Aug 2021 – Jan 2023

- Handled 70+ inbound calls and chats a day for an online home goods store, resolving 92% of issues without escalation.
- Processed returns and exchanges for an average of 25 orders a day, keeping errors under 1% on refund amounts.
- Trained 6 new hires on tone, de-escalation and the order management system during their first two weeks.

SKILLS

Tools: Zendesk, Intercom, Salesforce Service Cloud, Jira, Slack

Support: Ticket triage, live chat, phone support, escalation handling, SLA management

Communication: De-escalation, technical explanation in plain language, help center writing

Metrics: CSAT, first response time, resolution time, NPS

CERTIFICATIONS

HDI Customer Service Representative (CSR) Certification, 2022

EDUCATION

B.A. Communication, University of South Florida, 2021

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