

Marcus Whitfield

Customer Service Representative, Tier 2

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ABOUT ME

Customer service representative with five years of phone, chat and email support, now in a 120-seat contact center holding 94% CSAT across about 60 contacts a day. Handles tier 2 billing escalations in Zendesk and Salesforce Service Cloud.

WORK EXPERIENCE

Customer Service Representative, Tier 2

March 2023 - present

Harvest Box Foods

- Resolve 55 to 65 phone and chat contacts a day on orders, billing and delivery; CSAT 94% against a 90% goal.
- Took over tier 2 billing escalations; first-contact resolution rose from 71% to 83% in the first year.
- Wrote 14 refund macros for the help center, cutting average handle time from 7:40 to 6:10.
- Mentor 5 new hires a quarter through two weeks of side-by-side calls.

Customer Service Representative

June 2021 - February 2023

Tallgrass Wireless

- Answered 70 or more inbound calls a day on plans, device setup and bill disputes.
- Saved 38% of customers who called to cancel, against a team average of 29%.

EDUCATION

Columbus State Community College

August 2018 - May 2020

Associate of Applied Science in Business Management

SKILLS

Technical Skills: Zendesk, Salesforce Service Cloud, Phone, chat and email support, Billing disputes and refunds, De-escalation, Knowledge base writing, Typing 70 WPM, Microsoft Excel

Soft Skills: Patience with upset callers, Clear written replies, Coaching new hires

LANGUAGES

English – Native, Spanish – Professional working

CERTIFICATES & COURSES

Zendesk Omnichannel Agent Specialist

Zendesk · May 2024