

Jordan Lee

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PROFESSIONAL SUMMARY

Friendly and patient customer service representative seeking a phone, contact-centre or front-line support role. Skilled at resolving enquiries, handling complaints calmly and using CRM and ticketing systems. A clear communicator focused on first-contact resolution and a positive customer experience.

KEY SKILLS

- Phone, email and live-chat support
- Complaint handling and de-escalation
- CRM and ticketing systems
- Active listening and clear communication
- Problem solving and first-contact resolution
- Meeting KPIs and service targets
- Accurate data entry and note-taking
- Reliable, calm under pressure, team player

EDUCATION

Certificate III in Business <i>TAFE example, QLD</i> Completed.	2024
Higher School Certificate (Year 12) <i>Secondary school example, QLD</i> Completed.	2022

WORK EXPERIENCE

Customer Service Representative <i>XXXX Contact Centre, Brisbane, QLD</i> <ul style="list-style-type: none">Handled 60+ customer enquiries a day by phone, email and chatResolved complaints calmly, escalating only when neededLogged interactions accurately in the CRM and met service targets	Mar 2024 – Present
Retail Sales Assistant <i>XXXX Store, Brisbane, QLD</i> <ul style="list-style-type: none">Served customers, answered questions and resolved issues on the floorHandled payments and returns and supported a busy team	2022 – 2024

LICENCES & CERTIFICATIONS

- Driver's licence (Full)

REFEREES

Referees available on request.