

Casey Rivera

ADMINISTRATIVE ASSISTANT

Birmingham, AL | casey.rivera@example.com

PROFILE

Customer Service Representative preparing routine correspondence and maintaining customer records. Uses Zendesk case notes, Word templates, and Excel sorting and filters to document requests and keep follow-up information available.

EXPERIENCE

Customer Service Representative

Birchline Home Goods

April 2023–Present

- Answer customer calls and emails about deliveries and returns, checking order records and referring requests outside policy to a supervisor.
- Document customer questions, actions taken, and next steps in Zendesk, linking cases to the relevant order.
- Update customer contact details and delivery notes after confirming changes; leave unresolved ticket links and next actions in shift-handoff notes.
- Prepare return instructions in an existing Word template, checking customer and order details against the order record before sending.
- Update an existing Excel return-tracking sheet and use sorting and filters to find outstanding requests.

CORE SKILLS

Telephone and Email Support • Zendesk Case Notes • Customer Record Updates
Word Templates • Excel Sorting and Filters • Written Handoffs

EDUCATION

High School Diploma | Pine Harbor High School | 2019