Fatima Hassan

Customer Service Representative, Tier 2 | Customer Service Representative

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PROFESSIONAL SUMMARY

Tier 2 customer service representative with five years in telecom and insurance contact centres, handling escalated billing disputes, retention calls and complex account changes. Bilingual in English and French. Consistently above target on customer satisfaction and first contact resolution, and trusted to coach new agents during nesting.

PROFESSIONAL EXPERIENCE

Customer Service Representative, Tier 2 *Apr 2023 — Present*

Prairie Link Communications · Winnipeg, MB

- Resolve escalated billing disputes and service complaints by phone and email, holding first contact resolution at 86% against a 75% team target.
- Handle cancellation calls in the retention queue, saving 41% of customers who called to cancel by matching plans to their actual usage.
- Wrote 22 knowledge base articles in Zendesk on billing scenarios, which the team lead credited with fewer transfers to tier 2.
- Coach new agents during nesting, reviewing call recordings and giving weekly feedback in English and French.

Customer Service Representative *Aug 2021 — Mar 2023*

Red River Mutual Insurance · Winnipeg, MB

- Answered policyholder calls on billing, coverage questions and address changes, processing about 50 contacts a day in the policy system.
- Maintained a customer satisfaction score of 4.7 out of 5 across post-call ratings during the final year in the role.
- Handled French-language calls from Manitoba and Quebec customers and translated two common letters for the operations team.

EDUCATION

Diploma, Business Administration — Assiniboine Valley College *2021*

SKILLS

Technical: Escalation handling, Billing disputes, Retention offers, Zendesk, Salesforce, Phone, chat and email support, Bilingual English and French, Account adjustments and credits, Knowledge base writing, Coaching new agents, Microsoft Excel, Privacy and identity verification

Certifications: HDI Customer Service Representative (HDI-CSR)