Jordan Ellis

Customer Service Representative | Cashier and Customer Service Desk Associate

jordan.ellis@email.example • (813) 555-0122

PROFESSIONAL SUMMARY

Customer service representative in an inbound utility call center, handling billing, service starts and payment arrangements by phone. Meets handle time targets while keeping quality scores high, and comfortable calming upset callers. Bilingual in English and Spanish, typing 65 words per minute.

PROFESSIONAL EXPERIENCE

Bay Area Power and Water Services · Tampa, FL **Feb 2025 — Present**

Customer Service Representative

- Answer about 70 inbound calls a day on billing, service starts and outages, keeping average handle time near the six-minute target.
- Score 94% on monthly quality reviews by verifying identity correctly, documenting each call in Salesforce and confirming next steps with every customer.
- Handle Spanish-language calls from the bilingual queue, setting up payment arrangements that keep customers from disconnection while following company policy.
- Calm callers facing disconnection or high bills, resolving most on the first call and escalating only disputes outside representative authority.

Gulfview Grocery Market · Tampa, FL **Jun 2022 — Jan 2025**

Cashier and Customer Service Desk Associate

- Handled returns, refunds and price adjustments at the service desk, balancing the register to the cent on every shift.
- Trained five new cashiers on the point-of-sale system and returns policy during the holiday season.

EDUCATION

High School Diploma **2022**

Riverbend High School

SKILLS

Technical: Inbound phone support, Billing and payment arrangements, De-escalation, Salesforce Service Cloud, Bilingual English and Spanish, Data entry (65 WPM), Call documentation, PCI-compliant payment handling, Microsoft Outlook and Excel, Active listening