

Laurie Bream

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EXPERIENCE

Customer Success Specialist (Contract)

Zendesk

June 2020 - Present, Chicago, IL

- Support customer inquiries and track issue resolution metrics using Zendesk and internal tools.
- Review and assess customer feedback and support interactions for quality assurance purposes.
- Responsible for maintaining customer satisfaction ratings across email, chat, and phone.
- Responsible for service accuracy and providing customers with the latest product information.

Technical Support Specialist

Microsoft

June 2019 - June 2020, Chicago, IL

- Provided support to resolve customer technical issues in a timely and effective manner via phone, email, and live chat. Maintained above 95% customer satisfaction rating.
- Upsold extended support plans and premium subscriptions through creative persuasion.
- Managed peak volume of customer inquiries during Cyber Monday while maintaining quality service standards.

Customer Service Representative

Target Corporation

June 2018 - June 2019, Chicago, IL

- Answered customer questions regarding product availability, pricing, store policies, and service-related inquiries.
- Resolved customer complaints and concerns to maintain positive relationships, increase customer satisfaction, and encourage repeat business.
- Increased accessory sales by 20% through thoughtful product recommendations.

Front Desk Associate

Marriott Hotels

June 2017 - June 2018, Chicago, IL

- Assisted hotel guests with check-in, check-out, reservations, and general inquiries.
- Ensured guest satisfaction by timely fulfilling requests by coordinating with housekeeping and management teams.

CERTIFICATIONS

Customer Service Excellence Certificate

May 2020 • University of Illinois - Online

- Focus on effective communication skills and strategies for building positive customer relationships.

EDUCATION

Associates in Business Administration

City Colleges of Chicago • June 2017

INVOLVEMENT

Member

Chicago Professional Network • Customer Service Division • October 2018 - Present

- Collaborated with industry stakeholders, sharing strategies for improving customer satisfaction and service delivery.
- Volunteered at community outreach events to support local businesses and promote customer service standards.
- Mentored newcomers to the customer service field by sharing insights on conflict resolution and communication techniques.

SKILLS

Industry Knowledge: Critical Thinking, Problem Solving, Conflict Resolution, Relationship Building, Active Listening

Technical Skills: Microsoft Office, Zendesk, Salesforce, Slack, Live Chat Software, CRM Systems, Ticketing Systems