



JULIAN CHRISTIANSEN

PERSONLIGT

Navn
Julian Christiansen

Adresse
Østerbrogade 15a
2100 KBH Ø

Telefonnummer
12345678

E-mail
eksempler@cvmaker.dk

FÆRDIGHEDER

Data analysis	● ● ● ● ●
Remote Upload	● ● ● ● ●
Customer Service	● ● ● ● ●
Process Improvement	● ● ● ● ●
Performance Management	● ● ● ● ●
Customer Relationship Management	● ● ● ● ●

SPROG

Danish	● ● ● ● ●
English	● ● ● ● ●
French	● ● ● ● ●
Spanish	● ● ● ● ●

Experienced customer service representative with solid experience in the processing Customers. Demonstrated ability to solve problems quickly and effectively. Able to work autonomously and as a team to achieve the objectives set. Excellent Verbal communication skills and written work, as well as good computer skills.

TEKNISKE FÆRDIGHEDER

Help Scout
HelpDocs
Aircall
Zendesk
HubSpot Service Hub
Salesforce Service Cloud

ERHVERVSERFARING

Customer Service Specialist 2021 - Igangværende
Teleperformance, Copenhagen

Improvement of commercial performance by developing strategic techniques, optimisation of customer support processes to streamline communication channels and provision of personalised assistance, and efficient handling of complaints and claims customers to ensure satisfaction and foster long-term loyalty.

- Implementation of a client feedback system that resulted in significant observations to improve product functionality and customer experience.
- Reduce unresolved queries by initiating daily team meetings.

Customer Service Representative 2018 - 2021
Sitel, Copenhagen

Manage diverse customer requests through multiple channels, provide product information and carefully resolve complaints.

- Achieved a remarkable 15% increase in customer retention.
- Resolution of 15+ tickets per day.

UDDANNELSE OG KVALIFIKATIONER

Bachelor in Economics and Social Sciences 2018
CBS, Copenhagen