DANIELLE BROOKS

CUSTOMER SERVICE REPRESENTATIVE

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PROFILE

Customer service representative with five years in phone, chat and in-store service, the last three supporting residential internet customers. Resolve most billing and connection issues on the first contact and stay calm with frustrated callers. Bilingual in English and Spanish.

EXPERIENCE

Customer Service Representative at Northfield Home Internet, Columbus, OH (hybrid) **February 2023 - Present**

Inbound phone and chat support for residential internet and TV customers.

- Handle 60 to 70 calls per shift on billing, outages, plan changes and equipment returns, with a first contact resolution rate of 81%
- Kept a quality score above 95% for six consecutive quarters on monthly call reviews
- Support the Spanish language queue two days a week and translate key help articles for the team
- Mentor new hires during their first two weeks on the phones, 14 agents so far

Customer Care Associate, Online Orders at Brightway Outdoor Supply, Remote **June 2021 - January 2023**

- Answered up to three live chats at once and around 40 emails per day on orders, shipping delays and returns
- Processed refunds and exchanges in Shopify and Gorgias within the 24 hour response target
- Flagged recurring sizing questions to the content team, which led to new fit guides on four product pages

Cashier and Service Desk Clerk at Lakeview Market, Columbus, OH **August 2019 - May 2021**

- Served 150 or more customers per shift at the register, including weekend and holiday rushes
- Handled returns, price checks and lottery payouts at the service desk
- Named employee of the month twice based on customer comment cards

SKILLS

Channels: Inbound phone, live chat, email, in-person service

Systems: Salesforce Service Cloud, Genesys, Gorgias, Shopify, Microsoft 365

Other: Typing 65 WPM, de-escalation, billing adjustments, basic network troubleshooting

EDUCATION

Associate of Applied Science, Business Management at Columbus State Community College, Columbus, OH **August 2019 - December 2021**

Completed part time while working.

LANGUAGES

English - Native

Spanish - Fluent

CERTIFICATES

Customer Service Fundamentals from Columbus State Community College **May 2022**

Zendesk Support Administrator Training from Zendesk **March 2024**

VOLUNTEERING

Intake Volunteer at Eastside Community Pantry, Columbus, OH **March 2022 - Present**

Register visitors and answer questions about pantry hours and programs once a month.