



Mellisa Journey

Customer Service Representative

Motivated Customer Service Representative with 2 years of experience, known for resolving issues efficiently and enhancing customer satisfaction. Eager to learn and adapt, consistently seeking ways to improve service quality and build strong client relationships.

mellisa.journey@gmail.com 

(128) 099-8602 

Stamford, CT 

Education

**Associate of Applied
Science in Customer Service
Management at Gateway
Community College**

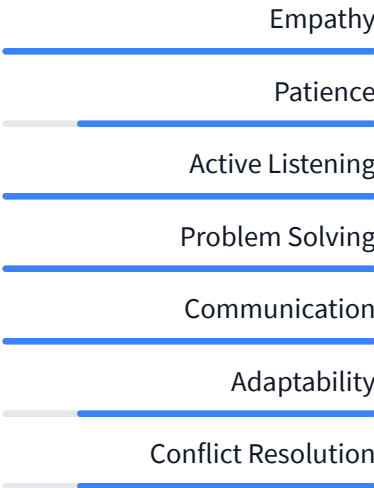
Apr 2019 - May 2023

Relevant Coursework:
Principles of Customer Service,
Business Communication,
Conflict Resolution, Consumer
Behavior, Sales Techniques,
and Service Quality
Management.

Links

[linkedin.com/in/mellisajourney](https://www.linkedin.com/in/mellisajourney)

Skills



Employment History

Customer Service Associate at Amazon, CT

Jun 2025 - Present

- Resolved over 350 customer inquiries monthly, enhancing satisfaction rates by 15% through personalized communication and proactive problem-solving.
- Spearheaded a cross-departmental initiative that reduced response time by 20%, streamlining the escalation process and improving service efficiency.
- Trained and mentored five new team members, fostering a collaborative environment that boosted team performance and individual growth.

Customer Service Assistant at Delta Air Lines, CT

May 2023 - May 2025

- Spearheaded a customer feedback initiative, analyzing over 3,450 responses to enhance service protocols, resulting in a 15% increase in passenger satisfaction scores.
- Collaborated with cross-functional teams to streamline communication processes, reducing response time to customer inquiries by 22% and improving overall efficiency.
- Trained and mentored 12 new hires on company policies and customer engagement strategies, fostering a supportive learning environment that boosted team performance.
- Implemented a proactive problem-solving approach that decreased complaint resolution times by 18%, demonstrating commitment to continuous improvement and adaptability.

Certificates

Certified Customer Service Professional (CCSP)

Oct 2023

Customer Service Excellence Certification (CSEC)

Jun 2022

Memberships

International Customer Service Association

Customer Service Institute of America