

# Renada Burmeister

Customer Service Representative

## Profile

Dynamic Customer Service Representative with 8 years of experience, adept at strategic leadership and enhancing customer satisfaction. Skilled in resolving complex issues, streamlining processes, and driving team success to elevate brand loyalty and operational efficiency.

## Employment History

### Customer Service Associate at Amazon, MA

Apr 2025 - Present

- Spearheaded a team initiative that streamlined the customer inquiry process, reducing response time by 32% and enhancing overall customer satisfaction scores.
- Led a cross-functional project to optimize inventory management, resulting in a 15% decrease in stock discrepancies and improved delivery accuracy.
- Implemented data-driven strategies to enhance team performance, leading to a 20% increase in first-call resolution rates and boosting productivity metrics.

### Customer Service Assistant at Delta Air Lines, MA

Jan 2022 - Mar 2025

- Enhanced team efficiency by 18% through implementation of streamlined communication protocols, leading to improved passenger satisfaction scores.
- Led a cross-functional initiative to reduce customer complaint resolution time by 35%, significantly boosting overall service ratings.
- Collaborated with management to develop a new training program that elevated staff performance, resulting in a 25% increase in positive feedback from customers.
- Spearheaded the adoption of advanced CRM tools, increasing data accuracy and enabling personalized customer interactions which bolstered loyalty metrics by 22%.
- Executed strategic planning for peak travel seasons, optimizing resource allocation and reducing operational delays by over 15%.

### Customer Support Trainee at American Express, MA

Dec 2017 - Dec 2021

- Spearheaded a cross-functional team project that streamlined customer inquiry processes, reducing resolution time by 22% and improving satisfaction scores.
- Empowered a team of 15 trainees through targeted coaching and development sessions, resulting in a 30% increase in first-call resolution rates within six months.
- Implemented data-driven strategies to identify service bottlenecks, enhancing operational efficiency and cutting response times by an average of 18%.
- Collaborated with senior management to develop new training modules, boosting overall team performance metrics by 25%.

## Details

[renada.burmeister@gmail.com](mailto:renada.burmeister@gmail.com)  
(155) 176-2246  
Boston, MA

## Links

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

## Skills



## Languages



## Hobbies

Photography  
Gardening  
Cooking