

ROSEANA ABSALON

Customer Service Representative

roseana.absalon@gmail.com

(860) 871-0636

Eugene, OR



PROFILE

Dynamic Customer Service Representative with 3 years of experience, adept at resolving issues swiftly and enhancing customer satisfaction. Proven track record of building strong client relationships and achieving high customer retention rates through effective communication and problem-solving skills.

LINKS

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

SKILLS

Zendesk

CRM

LiveChat

Salesforce

VoIP

Intercom

AI Chatbots

LANGUAGES

English

German

HOBBIES

Photography

Gardening

Cooking

EMPLOYMENT HISTORY

Customer Service Associate at Amazon, OR

Jun 2025 - Present

- Spearheaded a customer feedback initiative that improved satisfaction scores by 22% within six months, leading to enhanced service protocols and faster resolution times.
- Streamlined order processing workflows, resulting in a 15% reduction in average handling time, while maintaining accuracy and boosting team productivity.
- Collaborated with cross-functional teams to develop a new training program for associates, increasing onboarding efficiency by 30% and reducing early attrition rates.

Customer Service Assistant at Delta Air Lines, OR

May 2022 - May 2025

- Resolved passenger inquiries and issues, achieving a 95% customer satisfaction rate in quarterly surveys.
- Implemented a streamlined boarding process that reduced average wait times by 12 minutes per flight, enhancing overall efficiency.
- Collaborated with a team of 20 to handle high-volume holiday travel periods, maintaining service levels above company standards.
- Led a project to update customer feedback systems, increasing response rates by 35% and improving actionable insights for management.
- Trained and mentored new hires, resulting in a 30% decrease in onboarding time and improved team performance metrics.

EDUCATION

Associate of Applied Science in Customer Service Management at Portland Community College, OR

May 2018 - May 2022

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

CERTIFICATES

Certified Customer Service Professional (CCSP)

Oct 2023

Customer Service Excellence Certification (CSEC)

Mar 2022