

Tom Walsh

Customer Service Representative

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PROFILE

Customer service representative with 4 years in high-volume support. 96% customer satisfaction across 60+ tickets a day and the team's go-to for escalations.

SKILLS

Zendesk

Live chat

Phone support

De-escalation

CRM

Refunds & billing

Knowledge base writing

Typing 70 wpm

EXPERIENCE

Customer Service Rep

2022 — Present

HomeGoods Online

- Resolved 60+ tickets a day across chat, email and phone with a 96% CSAT score.
- Handled the team's escalations, retaining 70% of customers who asked to cancel.
- Wrote 35 help-centre articles that reduced repeat contacts by 18%.
- Trained 8 new hires on tools and tone of voice.
- Kept first-response time under 2 minutes on live chat for 12 consecutive months.

Support Agent

2021 — 2022

CallPoint