# Dimitrios López

*Customer Service Professional*

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## Summary

Dynamic and detail‑oriented Customer Service professional with 16 years of progressive experience across retail, logistics, and technology‑consulting environments. Proven track record of accelerating order fulfillment, elevating customer‑satisfaction scores, and leading high‑performing service teams. Adept at building strong vendor relationships, streamlining processes, and quickly mastering new software platforms (Salesforce, SAP, Oracle). Bilingual in English and Spanish with excellent written and verbal communication skills.

## Experience

### Customer Service Supervisor at Innovate Solutions Ltd.

01 Jul 2022 – Present

Lead a team of 9 Customer Service Representatives supporting enterprise‑level technology integration projects for educational and corporate clients. Introduced a tri‑level ticket‑routing system, cutting average first‑response time from 4.2 hrs to 2.1 hrs (‑50 %). Coordinated weekly cross‑departmental syncs with Sales, Product, and Engineering, reducing escalation rate by 22 % YoY. Managed vendor communications for freight quotes and drop‑ship logistics; negotiated contracts that saved the company approx. $120 k annually. Conducted quarterly training workshops on CRM best practices, resulting in a 30 % increase in ticket resolution on first contact.

### Customer Service Team Lead at GlobalTech Consulting

01 Jan 2019 – 01 Jun 2022

Promoted from Senior CSR to Team Lead after consistently exceeding performance metrics. Supervised a team of 5, providing coaching, performance reviews, and career‑development plans. Implemented a process‑improvement initiative that reduced order‑status inquiry handling time by 25 % (from 6 days to 4.5 days). Established a vendor‑performance dashboard, enhancing transparency and enabling proactive issue resolution. Recognized with the “Outstanding Leadership Award” (2021) for exceptional team morale and client feedback scores (average 4.7/5).

### Senior Customer Service Representative at Nova Logistics Solutions

01 Apr 2015 – 01 Dec 2018

Served as senior point‑of‑contact for high‑value accounts, handling >5,000 tickets with a 98 % resolution rate. Mentored 12 junior representatives; 8 advanced to Senior CSR within 18 months. Developed a standard operating procedure for expediting pick‑and‑pack requests, decreasing processing time by 18 %. Acted as escalation liaison for critical repair orders, restoring service levels within SLA 96 % of the time.

### Customer Service Representative at Nova Logistics Solutions

01 Jan 2012 – 01 Mar 2015

Managed inbound/outbound communications (phone, email) for a portfolio of 300+ clients across multiple industries. Conducted daily order‑tracking, freight quoting, and vendor follow‑up, achieving a 94 % on‑time delivery rate. Received “Employee of the Month” three times for exemplary customer feedback and accuracy in data entry.

### Retail Sales Associate at MetroTech Supplies

01 Jan 2009 – 01 Dec 2011

Assisted customers with product selection, pricing inquiries, and post‑sale support. Processed transactions using POS systems; maintained 99.8 % cash‑handling accuracy. Coordinated with suppliers to ensure inventory availability, reducing stock‑outs by 12 %.

## Education & Training

### Bachelor of Arts, Communications

University of Pennsylvania

01 Sep 2008 – 01 May 2012

### Associate of Science, Business Administration

Community College of New York

01 Sep 2005 – 01 May 2007

### High School Diploma

Eastside High School

01 Sep 2001 – 01 Jun 2005

## Skills

Core Competencies

## Languages

### Spanish | – Present

Native

### English | – Present

Fluent

## Certifications & Credentials

### Certified Customer Service Professional (CCSP) | 2020-01-01

Customer Service Institute

### Microsoft Office Specialist (MOS) – Excel Expert | 2018-01-01

Microsoft

### Lean Six Sigma Yellow Belt | 2021-01-01

International Association for Six Sigma Certification

## Awards

### Outstanding Leadership Award | 2021-01-01

GlobalTech Consulting

Recognized for exceptional team morale and client feedback scores (average 4.7/5).

### Employee of the Month | 2013-01-01

Nova Logistics Solutions

Awarded three times for exemplary customer feedback and accuracy in data entry.

## Interests

### Hiking | – Present

### Emerging Tech Trends | – Present

* AI
* Automation

### Chess | – Present

### Salsa Dancing | – Present

## References

### Available upon request | – Present