# Liam Kristi

*Customer Service Representative – Team Lead*

Columbus · Ohio · US

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## Summary

Dynamic, service‑oriented Customer Service Representative with 15 years of progressive experience delivering high‑impact support in fast‑paced, regulated environments. Recognized for a consistently upbeat demeanor, strong problem‑solving aptitude, and the ability to guide teams through change while maintaining superior service metrics. Proven track record of boosting customer satisfaction scores, shortening call‑handling times, and mentoring new hires. Adept with a wide array of CRM platforms, advanced office‑software suites, and data‑analysis tools. Seeking to bring a forward‑thinking, coachable mindset to the Brady Insurance Group team and contribute to its culture of excellence and community focus.

## Experience

### Customer Service Representative – Team Lead at Brady Insurance Group

01 Jun 2021 – Present

Promoted from Customer Service Representative (CSR) after 18 months because of top‑quartile CSAT scores and initiative in training new hires.

* Lead a team of 4 CSRs, overseeing daily schedules, performance metrics, and continuous‑learning sessions.
* Implemented a standardized response script that reduced average handle time (AHT) from 6 min 32 sec to 5 min 14 sec (‑22 %) while maintaining a 93 % customer satisfaction rating.
* Designed and launched a peer‑shadowing program that improved first‑call resolution (FCR) by 14 % within six months.
* Managed the rollout of an upgraded CRM workflow (Salesforce Service Cloud) that increased ticket‑closure rate by 18 % and supported the launch of a new self‑service portal.
* Received “Outstanding Team Leader” award (Q3 2022) for exceeding quarterly targets and cultivating a high‑engagement culture.

### Customer Service Representative at Brady Insurance Group

01 Jun 2020 – 31 May 2021

* Handled an average of 80 inbound calls per day, addressing policy inquiries, claims status, and billing issues.
* Consistently achieved a 95 % satisfaction rating, ranking in the top 5 % of the department.
* Recognized for “Employee of the Month” (Oct 2020) after resolving a high‑volume, time‑sensitive claim backlog within 48 hours, preserving $47 K in potential revenue loss.

### Senior Customer Support Associate at Horizon Retail Services

01 Mar 2016 – 31 May 2020

* Served as primary point of contact for high‑value retail partners, handling escalations and service‑level compliance.
* Reduced churn of key accounts by 12 % through proactive outreach and customized solutions.
* Championed the integration of Zendesk ticketing system, training 15 agents and increasing ticket‑resolution speed by 19 %.
* Served as Interim Shift Supervisor (Nov 2018 – Feb 2019) during management leave, coordinating a team of 10 and maintaining SLA adherence above 96 %.

### Customer Support Associate at Horizon Retail Services

01 Jul 2014 – 28 Feb 2016

* Provided multi‑channel support (phone, email, live chat) for over 2 000 retail customers.
* Achieved average AHT of 4 min 45 sec, exceeding departmental benchmarks by 15 %.

### Technical Support Representative at Metro Call Center Solutions

01 Jan 2012 – 30 Jun 2014

* Delivered Tier‑1 technical assistance for a suite of SaaS products, diagnosing and resolving issues within a high‑volume environment (≈ 150 calls/day).
* Developed a “quick‑fix” knowledge‑base article series that decreased repeat call volume by 9 %.

### Administrative Assistant (Intern) at Metro Call Center Solutions

01 Jun 2011 – 31 Dec 2011

* Provided clerical support, scheduled meetings, and prepared reports for senior managers.

## Education & Training

### MBA, Marketing

University of Ohio

– 01 May 2018

### Bachelor of Arts, Communications

Ohio State University

– 01 May 2012

## Skills

Customer‑Facing, Technical / Tools, Leadership & Management, Analytical & Process

## Languages

### English | – Present

Native speaker

### Spanish | – Present

Professional working proficiency (CEFR B2)

## Certifications & Credentials

### Certified Customer Service Professional (CCSP) | 2022-01-01

International Customer Service Association

### HubSpot Service Software Certification | 2021-01-01

HubSpot Academy

### Microsoft Office Specialist (MOS) – Expert | 2019-01-01

Microsoft

### Salesforce Administrator (ADM 201) | 2020-01-01

Salesforce

## Awards

### +12 % Net Promoter Score (NPS) for Brady Insurance Group within the first fiscal year of leadership | – Present

Driven by targeted coaching and script optimization.

### $47 K revenue protection | 2020-10-01

Achieved by rapidly clearing a high‑priority claims backlog.

### Reduced average handling time by 22 % | 2022-01-01

Through process redesign and automation tools.

### Awarded “Outstanding Team Leader” | 2022-09-01

For exceeding service targets and employee engagement metrics.

## Interests

### Community outreach & charitable fund‑raising | – Present

### Outdoor photography and trail hiking | – Present

### Public speaking | – Present

* Toastmasters International – Certified Competent Communicator

## References

### Available upon request | – Present