DEREK THOMPSON

Customer Service Representative | Phone and Chat Support, Floor Lead

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SUMMARY

Customer service representative with 6 years of contact center experience at an online retailer and an electric and gas utility. Handle 55–65 phone and chat contacts per day with a 94% customer satisfaction (CSAT) score and 82% first-contact resolution. Act as floor lead 2 shifts per week and coach new hires. Microsoft Office Specialist in Excel.

EXPERIENCE

Customer Service Representative III (Senior Agent) — *Copper Mesa Home Goods* Feb 2023–Present

Online home goods retailer; 180-agent contact center for phone, chat, and email.

- Handle 55–65 phone and chat contacts per day on orders, returns, and billing, with a 94% CSAT score over 12 months against a team goal of 88%.
- Reach 82% first-contact resolution with an average handle time of 6 minutes 10 seconds, against a center average of 7 minutes 30 seconds.
- Act as floor lead 2 shifts per week: answer agent questions, take 10–15 escalated calls per shift, and approve refunds up to $500.
- Coach new hires through a 3-week nesting period; 12 of 14 new hires met quality and speed targets by week 6.
- Wrote 22 knowledge base articles on return rules and damaged items; chat transfers to supervisors fell by 18% in one quarter.

Customer Service Representative — *Saguaro Valley Energy* Jun 2020–Jan 2023

Electric and gas utility with 600,000 customers; inbound billing and service calls.

- Answered 70–85 inbound calls per day on billing, payment plans, and service start and stop orders.
- Set up 1,100 payment arrangements in 2022 and kept a quality audit score of 96%.
- Kept schedule adherence at 95% or higher for 10 quarters in a row.
- Took up to 110 calls per shift during 3 major storm outages.

Front-End Associate — *Sonoran Fresh Market* Aug 2018–May 2020

Grocery store with 60 employees.

- Served 150–200 customers per shift at the register and the service desk.
- Processed returns, exchanges, and price corrections at the service desk 3 days per week.
- Trained 6 new cashiers on the point-of-sale system and cash handling.

EDUCATION

Sonoran Valley Community College May 2022

Associate of Arts in Business Administration

Quartz Wash High School May 2018

High school diploma

SKILLS

Customer support:	Inbound phone support, Live chat and email support, De-escalation, Escalation handling, Returns, refunds, and billing, Knowledge base writing, New-hire coaching
Systems:	Salesforce Service Cloud, Zendesk, Five9, Microsoft Teams, Microsoft Excel

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Speed: Typing: 65 words per minute

CERTIFICATES

Microsoft Office Specialist (MOS): Excel Associate Mar 2024
Microsoft

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