

Afton Mathis

Denton, TX 76201

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Highly motivated and results-oriented Customer Service Representative with 10 years of experience surpassing expectations. Skilled in reducing wait times by 15% and increasing customer satisfaction by 10% through innovative call routing systems. Proven track record in resolving complex issues, building rapport, and upholding professionalism under pressure. Looking for a challenging role to apply expertise effectively.

PROFESSIONAL EXPERIENCE

North Texas Toll Authority [NTTA] Coppell, TX Customer Service Representative Supervisor

01/20 - 06/25

- Successfully de-escalated and resolved over 500 high-priority customer complaints annually, maintaining a consistently high customer satisfaction rating.
- Developed and implemented a new process for handling complex customer issues, resulting in a 25% reduction in unresolved cases
- Consistently exceeded performance targets by implementing a performance management system that tracked key metrics (e.g., customer satisfaction, call handling time, first-call resolution), leading to a 20% increase in overall team productivity.

CSC SERVICEWORKS Irving, TX Customer Service Representative

05/15 - 12/19

- Consistently exceeded customer satisfaction targets, achieving a 98% positive feedback rating. Successfully resolved complex technical issues for over 500 customers monthly, reducing average resolution time by 15%
- Successfully troubleshooted and resolved complex technical issues for a wide range of products/services, consistently exceeding customer expectations and maintaining a high level of technical proficiency.
- Actively collaborated with team members to achieve common goals and share best practices, resulting in improved team performance and morale.

AAA Auto Club Enterprises Washington, D.C Admin Assistant II

07/10 - 10/14

- Streamlined scheduling processes, resulting in a 15% reduction in scheduling conflicts for senior management and improved time management for 10+ executives.
- Implemented a new filing system, improving document retrieval time by 20% and enhancing overall office efficiency.
- Successfully coordinated complex travel arrangements, including international trips, for executive-level staff, ensuring smooth and efficient logistics.

EDUCATION

American International University Bachelor of Science/Arts in Criminal Justice - 4.0

04/25 - present

- Expected Graduation: [10/2027]