

COLINE CHAMBERS

Customer Support Specialist

DETAILS

 Ccolinechambers@gmail.com

 (813) 452-8512

 Irvington,

SKILLS

- Proficient in MS Office Programs

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- Cross-Functionally Communicating

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- Problem-Solving

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- Customer Satisfaction

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- CRM Experience

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- Complaint Resolution

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- Quality Assurance

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SUMMARY

Results-focused Customer Support Specialist with 5+ years of experience providing support to leverage client/customer satisfaction. Critical thinker who addresses customer support issues quickly increasing reliability and productivity while maintaining the company's values and policies. Practiced in opening, delegating and closing tickets with speed and accuracy.

EXPERIENCE

Sep 2022

Technical Support Specialist

Wonder, Cranford, NJ

Work with a cross-functional team to communicate organizational needs, metric goals, and internal/external affairs day during stand up meetings which reduce errors increasing productivity in meeting customers requirements. Proven track record of developing & delivering daily formal and informal technical material aimed at educating customers, partners or sales teams via Javascript. Responsible for managing 50% troubleshooting tickets in 2 regions pertaining to any installed devices and remotely logging on or effectively communicating to the customers to resolve technical issues/concerns. Utilized various software systems to facilitate movement, planning and connecting with other employees and customers.

Oct 2021 — Sep 2022

Legal Intake Specialist

Internet Brand/Martindale-Hubbell, Irvington, NJ

Drafted and reviewed over 50 documents related to legal proceedings each shift. Demonstrated flexibility and adaptability with each client's case with clear communication which increased productivity by 30%. Performed legal and technical research, analyzing results for decision-making and summarizing for review. Collaboratively ensuring clients are well informed of the process and service while giving clarity to any questions. Conducted over 100 initial assessments each day of case referrals received against case acceptance criteria and program priorities. Drafted and proof read legal correspondence to verify details and reduce errors.

Aug 2020 — Nov 2022

Brand Executive

Golden Glow Nursing, Irvington, New Jersey

Proactively identified and assess KPI to generate ROI based on catering and resolving client's feedback and concerns. Analyzed market spectrum to best develop solutions to strengthen client and company relationship and its integrity. Processed and prioritized over 30 website troubleshooting tickets a day with assisting navigation. Followed escalated processes while interacting with multiple lines of clients and projects to resolve all complaints within an appropriate timeframe.

Aug 2023 — Current

Account Set up/Sales

UniPro, Irvington, NJ

- Serve as point of contact for new and existing clients, managing end-to-end account setup, artwork approvals, and order coordination to ensure a seamless customer experience.
- Collaborate with the marketing team to develop product presentations, increasing client engagement and repeat business by 25%.
- Partner with the production team to communicate client requirements, timelines, and design specifications, ensuring 100% accuracy and on-time delivery.
- Utilize CRM software to track leads, monitor sales activity, and identify upselling opportunities within key accounts.
- Provide product education and design recommendations that align with branding goals, leading to stronger customer relationships and increased satisfaction.
- Recognized for consistently exceeding monthly sales targets and maintaining top-tier client retention rates through proactive communication and exceptional service.

EDUCATION

2026 — 2028

Some College (No Degree)

UCNJ, Cranford, NJ

