

CLIENT NAME

CUSTOMER SERVICE AGENT

Phone: (123) 456.7890

Email: resumesample@email.com

Address: Torrance, California 12345

Customer Relationship Management | Media & Public Relations | Content Creation & Editing
Social Media Management | Project Coordination | Public Speaking & Presentation

QUALIFICATIONS PROFILE

Multifaceted, analytical, and dynamic professional with a broad-based background in customer service, journalism, and public relations. Adept at building strong client relationships, managing projects, and creating impactful content across digital platforms. Proven ability to thrive in fast-paced environments, whether managing real-time event coverage, engaging with premium customers daily, handling customer concerns with empathy and efficiency, or executing brand strategies that resonate with diverse audiences. Equipped with strong communication and analytical skills, combined with a creative yet structured approach to problem-solving, content development, and customer engagement. Proficient with Microsoft Office Suite, social media management tools, and data analytics platforms. Bilingual in English and Portuguese.

EDUCATION

Master of Science in Digital Audience Strategy, 2025 | University Name, Location
Bachelor of Arts in Journalism, 2012 | University Name, Location

PROFESSIONAL EXPERIENCE

COMPANY NAME, LOCATION

Customer Service Agent

04/2022 – Present

- Deliver exceptional customer support by resolving passenger concerns through professional and empathetic de-escalation techniques.
- Manage passenger check-in and cargo acceptance, ensuring full compliance with airline policies and operational standards.
- Display competency in resolving boarding issues and travel disruptions efficiently, improving the overall travel experience.
- Handle passenger inquiries and arrange accommodations (meals, hotels) during flight delays and cancellations.
- Ensure adherence to domestic and international travel regulations, maintaining government compliance.
- Coordinate accurate aircraft meet-and-dispatch operations in support of on-time flight performance.
- Provide consistent, high-level assistance to distressed passengers, reinforcing service excellence and care.

COMPANY NAME, LOCATION

Social Media Intern

01/2023 – 05/2023

- Created and published daily SEO-optimized and user-generated content across Instagram, Twitter, TikTok, and LinkedIn, aligned with each client's brand voice.
- Closely monitored social media metrics to evaluate performance and guide data-driven strategy updates.
- Engaged with followers and prospects to boost community growth and strengthen brand presence.
- Administered and maintained a structured content calendar using Asana to ensure consistent, on-brand messaging across platforms.
- Collaborated in weekly strategy meetings to align social efforts with broader marketing objectives.
- Drafted daily blog posts to increase digital visibility, enhance SEO, and support content marketing initiatives.

COMPANY NAME, LOCATION

Reporter

12/2015 – 05/2021

- Took full charge of covering global UFC events, producing pre-event, live, and post-event articles and multimedia content across social media platforms.
- Demonstrated adeptness in delivering real-time event coverage via live broadcasts, driving timely and engaging audience interaction.
- Facilitated interviews with fighters, coaches, and UFC officials, creating original editorial and video content.
- Monitored daily content for Instagram and YouTube, including live-streaming weigh-ins, press conferences, and post-fight analysis.
- Cultivated strong industry relationships with UFC personnel, athletes, and media professionals to support credible, high-impact reporting.

EARLIER CAREER

COMPANY NAME, LOCATION

Public Relations Manager

3 years and 5 months

COMPANY NAME, LOCATION

Executive Office Assistant

2 years and 9 months