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## Customer Support Advocate Resume

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### Job Objective

Seeking a challenging position as Customer Support Advocate in an organization that will effectively utilize my experience and offers opportunity for career growth.

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### Highlights of Qualifications:

- Excellent experience in utilizing technology to provide support to customers
  - Sound knowledge of common issues and its resolutions
  - Profound knowledge of providing appropriate solutions for CRM activities
  - Ability to maintain accurate documents for customer support activities
  - Ability to ensure compliance to various policies and procedures
  - Proficient in tracking bug on software
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### Professional Experience:

Customer Support Advocate  
ZenPayroll, San Antonio, TX  
August 2012 – Present

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### Responsibilities:

- Evaluated various reimbursement requests and escalated it to research team if required.
- Coordinated with departments to resolve complaint for loan services.
- Assisted clients and provided assistance to quicken loan process.
- Participated in management briefings and delivered messages.
- Provided training for various jobs to ensure appropriate guest services.
- Support team leaders technically and prepared briefing on everyday basis.

Customer Support Advocate  
Gopher Sport, San Antonio, TX  
May 2009 – July 2012

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### Responsibilities:

- Administered event days for business and provide key services.
  - Documented performance of team members and provided feedback.
  - Coordinated with patch managers and provided assistance for various issues.
  - Performed guest service surveys and analyzed results.
  - Provided support and maintained knowledge of company products.
  - Administered complaints for guest services and obtained responsibility for the same.
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### Education:

Bachelor's Degree in Public Relations  
Our Lady of the Lake University, San Antonio, TX

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