Bea Cruz

Customer Support Applicant

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SUMMARY

Retail service professional moving into customer support, with experience explaining product information, checking transaction records, and documenting concerns for a supervisor. Communicates next steps clearly and follows a defined process when requests need escalation or approval.

EXPERIENCE

Retail Service Associate

Illustrative Retail Co. (fictional) | 2024-01 - 2026-08

- Explained product options and checked order details before confirming the next step with customers.
- Recorded concerns in the shared issue log and summarized unresolved cases for supervisor review.
- Prepared shift handovers listing pending requests, attempted checks, and the team responsible for the next action.

SKILLS

Customer inquiries, Order checking, Written case notes, Issue escalation, Active listening, Microsoft Excel, Team handovers

EDUCATION

BS Business Administration

Sample College (fictional) | 2019-08 - 2023-05

- Completed coursework in customer relations, business communication, and office applications.

PROJECTS

Written Support Practice

Personal practice activity | 2026-08 - 2026-09

- Drafted responses to fictional order inquiries and checked each response for a clear explanation, accurate next step, and polite tone.