



Olga Alexander

Customer Service Representative, Public Service Support

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SUMMARY

Customer service professional with three years of experience providing accurate information, resolving routine and complex inquiries, processing transactions, and maintaining confidential records in service focused administrative settings. Researches policies, procedures, eligibility guidance, and customer records before explaining requirements through telephone, electronic, and in person channels. Reviews applications and **supporting documents** for completeness, verifies database entries, documents customer contacts, and protects sensitive information throughout each transaction. Uses **active listening**, sound judgment, respectful communication, and **de escalation** techniques during sensitive interactions. Coordinates with supervisors, program teams, internal departments, external partners, and **community stakeholders** when issues require referral or follow through. Organized and adaptable across changing priorities, with practical experience identifying recurring documentation concerns and supporting quality assurance and process improvement efforts.

EXPERIENCE

Customer Service Representative, Community Program Support

Coastal Family Resource Network 📅 March 2025 - Present 📍 Savannah, GA

Supports community service programs through public inquiries, records review, transaction processing, document verification, and coordinated issue resolution. Applies current procedures, protects **confidential information**, and provides dependable follow through across multiple service channels.

- Researched program **procedures** before answering **public** inquiries through telephone, email, and front desk channels.
- Reviewed customer **records** and forms, then documented exceptions for **timely** supervisor follow through.
- Used active listening and neutral explanations to de escalate sensitive conversations and preserve service continuity.
- Verified contacts, transactions, status changes, and service notes within databases and **spreadsheets** securely.
- Checked applications for missing information, then contacted customers with clear correction requirements and next steps.
- Tracked recurring questions and documentation errors, giving supervisors practical examples for quality improvement discussions.

Customer Service Associate, Member Services

Pinecrest Member Services 📅 October 2023 - February 2025 📍 Augusta, GA

Managed a high volume service desk supporting customer questions, account updates, administrative transactions, and records requests. Researched procedures, checked documentation, coordinated handoffs, and maintained **accurate** follow through across competing daily priorities.

- Supported a high volume service desk through **telephone** and electronic customer contact channels.
- Researched account history and procedures before documenting resolutions for nonstandard customer questions.
- Proofread **forms** and transaction records, correcting discrepancies before final processing and customer follow up.
- Maintained electronic and paper **filing systems** for efficient retrieval of customer and transaction documentation.
- Coordinated unresolved requests with operations staff and external contacts, sharing complete status information.
- Managed simultaneous contacts, documentation tasks, and **deadlines** while maintaining courteous communication and **accurate records**.

STRENGTHS

- 💬 **Clear public communication**
Explained program requirements in plain language, then checked customer understanding before closing each conversation.
- 🧘 **Calm issue resolution**
When interactions became sensitive, active listening and neutral options kept conversations productive and professionally bounded.
- ✅ **Accurate records**
Verified contacts, transactions, and forms carefully; coworkers relied on records when follow through crossed teams.
- 🔍 **Policy research**
Reviewed procedures and account history before responding, giving customers guidance grounded in current information.
- 💡 **Service improvement**
Collected recurring questions and documentation errors, turning everyday observations into useful supervisor discussions.

SKILLS

Customer Service

Public Service Support

Active Listening De-escalation

Policy Research Inquiry Resolution

Data Entry Records Management

Document Verification

Transaction Processing

Confidentiality Filing Systems

Spreadsheets Quality Assurance

Process Improvement

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Customer Service Representative, Community Program Support at Coastal Family Resource Network (1.6 Years)

● Customer Service Associate, Member Services at Pinecrest Member Services (1.3 Years)

PROJECTS

Service Documentation Review 📅 2025

Small documentation errors can interrupt an otherwise dependable service experience. Reviewed recurring application questions and record concerns, then organized practical examples for supervisor discussions about clearer guidance and consistent customer follow through.

Customer Contact Records 📅 2024

A useful record tells the next staff member what happened and what matters next. Organized sample contact notes, transaction details, and filing practices to support accurate retrieval and smoother service handoffs.

LEADERSHIP & AWARDS

- Customer Service Recognition, Coastal Family Resource Network, 2026
- Administrative Accuracy Recognition, Pinecrest Member Services, 2025
- Peer Support Leadership, Community Service Operations, 2025

EDUCATION

High School Diploma

A. R. Johnson Health Science and Engineering Magnet School 🎓 📅 2023 📍 Savannah, GA
GPA: 4.0

Coursework: Customer service, records management, communication, administrative support

CERTIFICATIONS

- Customer Service Fundamentals Certificate 📅 2025
- Records Management and Confidentiality Certificate 📅 2024

TECHNICAL SKILLS

- **Customer Service Channels:** Telephone, Email, Front Desk
- **Records Systems:** Customer Databases, Electronic Records, Paper Files
- **Office Applications:** Spreadsheets, Word Processing, Email Systems
- **Document Processing:** Applications, Forms, Correspondence
- **Transaction Records:** Service Notes, Status Changes, Transaction Logs
- **Information Research:** Policies, Procedures, Program Requirements
- **Confidentiality Practices:** Sensitive Information, Privacy Controls, Secure Records
- **Quality Assurance:** Completeness Checks, Accuracy Reviews, Error Tracking
- **Communication Methods:** Active Listening, Plain Language, Written Communication
- **Issue Resolution:** Problem Solving, Referral Processes, De escalation
- **Records Management:** Filing Systems, Document Retrieval, Retention Practices
- **Administrative Support:** Reports, Office Supplies, Meeting Support

PROFESSIONAL AFFILIATIONS

- Community service professionals network participant, Savannah area
- Administrative support and customer care discussion participant, Georgia

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST