Kamilah Erbe

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Professional summary

Customer Support Specialist with 3+ years of experience delivering high-quality service across phone, chat, and email channels. Proven ability to manage 50+ daily interactions, resolve complex issues, and exceed performance metrics in fast-paced environments. Strong background in CRM systems, customer satisfaction optimization, and cross-functional collaboration.

Work experience

Customer Service Representative

Classic Street

January 2022 to January 2023

Managed 50+ daily customer interactions via phone, chat, and email while maintaining a 95% satisfaction rate • Reduced escalations by 20% through effective problem-solving and communication • Improved response times by 30% through collaboration with internal teams • Consistently exceeded performance metrics including first-call resolution

Customer Service Representative

Classic Street | Hutto, TX

January 2022 to January 2023

- Delivered exceptional customer service via phone, email, and chat, maintaining a 95% customer satisfaction rate.
- Collaborated with cross-functional teams to improve response times by 30%.
- Managed 50+ customer interactions daily while exceeding performance metrics including first-call resolution.
- Resolved escalated concerns, reducing escalations by 20%.

- Maintained a 4.5-star customer satisfaction rating.

Customer Service Representative

QVC | Hutto, TX

January 2022 to December 2022

- Responded to customer inquiries promptly and professionally.
- Resolved customer issues while adhering to company policies and procedures.
- Maintained product knowledge to provide accurate information and increase customer loyalty.
- Partnered with internal teams to resolve complaints efficiently.
- Exceeded individual performance targets and customer service metrics.

Customer Service Representative

QVC

January 2022 to January 2022

Delivered prompt and professional support, resolving inquiries efficiently • Maintained strong product knowledge to enhance customer experience and retention • Collaborated with internal teams to resolve complex issues • Consistently met and exceeded performance targets

Administrative Assistant

Works of Steel

January 2018 to January 2022

Supported 10+ managers with scheduling, communications, and operations • Managed calendars, meetings, and travel logistics • Maintained confidential records and improved organizational systems • Coordinated events, trainings, and company communications

Administrative Assistant
Works of Steel | San Antonio, TX
January 2018 to January 2022
- Provided administrative support to a team of 10 managers in a fast-paced environment.
- Managed executive calendars, meetings, and travel arrangements.
- Prepared meeting materials including agendas, presentations, and minutes.
- Maintained confidential electronic and physical filing systems.
- Assisted in coordination of company events, employee trainings, and conferences.

Education

High school diploma or GED
Byron P Steele Ii High School | Cibolo, TX

High School Diploma
Byron P. Steele II High School | Cibolo, TX
January 2004 to January 2008

Skills

Organizational skills | Conflict Resolution | Typing | Technical support via phone | Small business owner customer support experience | Problem-Solving | Customer support experience within retail industry | Client interaction via phone calls | Technical Proficiency | Microsoft Outlook | Google Docs | Computer operation | Writing skills | AI | Detail-Oriented | Client relationship development | Quality data entry | Individual consumer customer service | Customer data entry | Animal care | Data entry | Customer support experience within e-commerce industry | Verbal & Written Communication | Live chat | Customer communication | Phone customer support | Attention to detail | Billing issue inquiries | Equine experience | Brand representation | Customer support specialist experience | Call center experience | Zendesk | Handling customer exchanges | Zoom | Microsoft Teams | Microsoft Office | Customer engagement | Customer returns handling | Appointment scheduling | Basic math | Research | Providing product information | CRM software | Customer relationship building | Google Workspace | Salesforce | Order inquiry handling | SMS customer support | Freshdesk | Microsoft Dynamics 365 | Customer issue escalation | Task prioritization | Executive administrative support | Computer skills | Office experience | Transcription | Customer complaint resolution | Customer Service Excellence | Continuous improvement | English | Social media platforms | Customer service | Organization & Time Management | Communication skills | Conflict Resolution & De-escalation | Technical support via email | Grammar Experience | CRM system proficiency | Windows | Managing customer accounts | Decision making | Microsoft Word | Email customer support

Phone call management | Desktop applications | Customer support | QuickBooks | Phone etiquette | Customer service through social media | Animal handling | Administrative Support | Microsoft Excel | Time management

Languages

English

Certifications and licenses

Driver's License