

BLAKE ALLEN

Customer Support Specialist

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LinkedIn:

Customer support specialist with four years of experience resolving complex issues across SaaS and retail platforms. Skilled in ticketing systems, technical troubleshooting, and client education. Committed to fast, friendly service that builds trust and loyalty.

Key Skills

- Conflict resolution
- CRM systems (Zendesk, Salesforce)
- Help documentation
- Knowledge base creation
- Ticket management
- Troubleshooting

Professional Experience

- August 2021 - Present

Customer Support Specialist

BeamPoint Software | Chicago, IL

 - Resolved an average of 45 support tickets daily, achieving a 96% satisfaction score and a 12-second average response time
 - Trained new team members on Zendesk and internal tools, reducing onboarding time by 40%
 - Created 20+ help articles and FAQs, decreasing repeat tickets by 18% and improving self-service adoption
- May 2019 - July 2021

Support Associate

TrendSpace Retail | Chicago, IL

 - Handled phone and email inquiries from 100+ customers daily, maintaining service levels during high-volume sales periods
 - Processed returns and exchanges with 99% accuracy, reducing refund disputes by 22%
 - Flagged recurring product issues to QA team, helping resolve three vendor defects before launch

Education

May 2019 **Bachelor of Arts (B.A.) in Communication** DePaul University | Chicago, IL

Certifications

Zendesk Support Administrator | 2023