



# Curriculum Vitae

## Personligt

Navn **Julian Christiansen**  
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## Profil

Experienced customer service representative with solid experience in the processing Customers. Demonstrated ability to solve problems quickly and effectively. Able to work autonomously and as a team to achieve the objectives set. Excellent Verbal communication skills and written work, as well as good computer skills.

## Erhvervserfaring

- 2021 - Igangværende ● **Customer Service Specialist**  
*Teleperformance, Copenhagen*  
Improvement of commercial performance by developing strategic techniques, optimisation of customer support processes to streamline communication channels and provision of personalised assistance, and efficient handling of complaints and claims customers to ensure satisfaction and foster long-term loyalty.
- Implementation of a client feedback system that resulted in significant observations to improve product functionality and customer experience.
  - Reduce unresolved queries by initiating daily team meetings.
- 2018 - 2021 ● **Customer Service Representative**  
*Sitel, Copenhagen*  
Manage diverse customer requests through multiple channels, provide product information and carefully resolve complaints.
- Achieved a remarkable 15% increase in customer retention.
  - Resolution of 15+ tickets per day.

## Tekniske Færdigheder

Help Scout  
HelpDocs  
Aircall  
Zendesk  
HubSpot Service Hub  
Salesforce Service Cloud

## Færdigheder

Remote Upload ● ● ● ● ●  
Data Analysis ● ● ● ● ●  
Customer Service ● ● ● ● ●  
Performance Management ● ● ● ● ●

Customer Relationship  
Management



Process Improvement



Data analysis



## Uddannelse og kvalifikationer

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2018



Bachelor in Economics and Social Sciences

*CBS, Copenhagen*

## Sprog

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English



French

