|  |
| --- |
| **Name** |

Address | Contact | Email

# Profile

Experienced Customer Support Specialist with [X years] in the renewable energy industry, specifically focusing on solar energy. Demonstrated capacity to address customer questions, improve happiness, and offer technical assistance for solar products and services. Dedicated to advocating for eco-friendly energy options and guaranteeing a satisfactory customer journey.

# Experience

## Customer Support Specialist | Company Name, City From- To

* Provide expert support to customers regarding solar energy systems, including installation, maintenance, and troubleshooting.
* Achieve a customer satisfaction rating of [X%] by effectively addressing inquiries and resolving issues.
* Collaborate with technical teams to ensure accurate information is provided and to facilitate timely service resolutions.

## Customer Service Representative | Company Name, City From- To

* Assisted customers with product inquiries and order processing related to solar products.
* Documented customer interactions and feedback to identify areas for service improvement.
* Trained new staff on solar product knowledge and customer service best practices.

# Education & Certification

* **Bachelor of Business Administration/ Communication/ Marketing (any relevant field) | 20XX | Institution name, City, State**

Grade: CGPA/Percentage

Achievement:

* **High School Diploma | 20XX | Institution name, City, State**

Grade: CGPA/Percentage

Achievement:

* **Certification in any relevant field | 20XX | Institution name, City, State**

# Skills & Abilities

|  |  |
| --- | --- |
| * Strong knowledge of solar energy systems and technologies * Proficient in customer support software (e.g., Zendesk, Salesforce) | * Excellent verbal and written communication skills * Ability to troubleshoot technical issues and provide solutions |

# Activities and Interests