



BENJAMIN JONES

Customer Service Coordinator

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SUMMARY

Dynamic and seasoned leader in customer care strategies with over 18 years of experience excelling in Sales and Customer Service across diverse industries.

Proficient in strategies that enhance brand engagement, boost sales, and cultivate consumer experiences. Skilled in fostering strong relationships and building rapport that establishes long-term customer loyalty.

DECLARATION

"My strength lies in treating all others the way I expect to be treated and listening to understand an issue; not simply for an opportunity to respond."

Benjamin Jones
Newark, NJ, June 2019

WORK EXPERIENCE

DRIVER, *LYFT*

March 2021 – Present
Newark, NJ

Picked-up and dropped-off passengers, parcels, and pre-packaged goods using an online scheduling platform while managing all daily operations including vehicle maintenance, route planning, pre and post trip inspections, taxes, book-keeping, and budget management.

CUSTOMER SERVICE COORDINATOR October 2021 – June 2022 *THE WALT DISNEY COMPANY* New York, NY

Provided support to several tiers of agents globally via Salesforce and Slack as they provided direct support to consumers. Coordinated task flows, created team strategies, and analyzed survey data to assess customer satisfaction and create product improvement plans. Provided feedback and coaching to internal tiers of agents globally. Discussed system and protocol changes with managers, call center vendors, and tech-support teams by attending meetings frequently to share statistical data. Coordinated the redemption of companywide benefits.

SENIOR CUSTOMER CARE AGENT August 2017 – October 2020 *HELLOFRESH* Newark, NJ

Ensured company customer care and concession standards were prioritized via telephone, email, and chat using Zendesk, Genesys, and other Linux based systems in a call center. Supervised, supported, and coached over 60 other call center agents across multiple sites globally via chat and email while assisting regularly with document processing, data entry, and collecting statistical data using Google Docs and Microsoft Office.

CUSTODIAN November 2014 – June 2016 *UNITED STATES POSTAL SERVICE* Millburn, NJ

Performed daily indoor and outdoor maintenance tasks without direct supervision and with highly skilled technical supervision. Changed locks, managed inventory, moved large receptacles, moved bulk mail according to Post Master's specifications, and occasionally delivered express parcels.

TECHNICAL SKILLS

- Zendesk
- Microsoft Office
- Salesforce
- Linux
- Slack
- Genesys
- Google Docs

EDUCATION

Music production,
FULL SAIL UNIVERSITY
2013 – 2020 | Winter Park, FL

Health sciences,
CUMBERLAND COUNTY COLLEGE
2011 – 2012 | Vineland, NJ

GED, SC DEPARTMENT OF EDUCATION
2010 | Monks Corner, SC

SOFT SKILLS

Emotional Intelligence	● ● ● ● ●
Conflict Resolution	● ● ● ● ●
Operations Management	● ● ● ● ●
Supervision	● ● ● ● ●
Customer Retention	● ● ● ● ●
Merchandising	● ● ● ● ●
Data Entry	● ● ● ● ●
Communication	● ● ● ● ●
Time Management	● ● ● ● ●
Employee Training	● ● ● ● ●
Typing (>75wpm)	● ● ● ● ●

ADMISSIONS COORDINATOR February 2013 – November 2014
BIRCHWOOD ADULT DAY CENTER East Orange, NJ

Planned and conducted presentations throughout the local community. Gathered classified and critical patient data necessary for billing and payment processing through a screening process in the office and in the field. Created forms and revised protocol using Microsoft Office and Google Docs in admissions screening and was promoted from Recruiter to Coordinator under the supervision of the Director in the department.

PHARMACY TECHNICIAN TRAINEE August 2012 – February 2013
CVS PHARMACY Hoboken, NJ

Managed a constant flow of physician instructions, medical billing statuses and requests, and upheld retail consumer experience standards under the supervision of a Licensed Pharmacist and other Licensed Pharmacy Technicians. Filled prescriptions, tendered payment, and used specialized data entry skills in Linux based systems to complete patient orders while training and studying for state licensing.

CUSTOMER CARE ASSISTANT February 2012 – July 2012
XEROX Cary, NC

Worked as a team with other associates to reach quality and customer satisfaction goals and metrics using multiple systems and databases including Linux based systems to resolve device and network errors. Provided billing and technical support in a call center.

PROGRAM ASSOCIATE September 2011 – January 2012
BANCROFT NEUROHEALTH Mullica Hill, NJ

Developed specialized skills in de-escalation through State trainings and standards in providing emotional and physical support to individuals with traumatic brain injuries and developmental disabilities. Worked with clinical health staff and attended IHP (Individual Health Plan) meetings for patients to monitor, track, develop, and maintain the highest standards of care for persons served.

CASHIER, WALMART July 2010 – April 2011
Sumter, SC

Increased front-end productivity by initiating IPM (item per minute) challenges. Worked in the back end using plan-o-grams, attending meetings about merchandising, stocking shelves and moving pallets using manual and electric pallet jacks. Tendered cash, checks, and credit card payments using POS systems and aided customers in a big-box retail environment.

FRONT SERVICE CLERK July 2005 – October 2009
WALGREENS Sumter, SC

Achieved store and district wide suggestive-sales goals and ensured customer survey standards were exceeded. Worked stocking shelves, tendering cash, checks, and credit card payments using POS systems and aided customers in a big-box retail environment.