

# Haley Perry

**Customer Service Experience | Problem-Solving | Communication & Interpersonal Skills**

Hampton Roads, Virginia Metropolitan Area

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## Summary

**Customer Experience Specialist** with 5 years of experience managing clients, resolving issues, and enhancing customer satisfaction. Skilled in communication, problem-solving, and collaboration.

## Skills

- Communication Skills (Written and Oral)
- Conflict Resolution
- Online Support
- Multitasking
- Collaborative Problem Solving
- Customer Satisfaction

## Experience

Copywriter & Client Support Specialist | Honeycomb Media | April 2021 - March 2022/March 2023 - Present

- Proactively engaged with clients through **clear and concise communication**, fostering **positive and trusting relationships** that led to **long-term contracts**.
- Proactively **identified client concerns** and **implemented effective solutions** to **mitigate risks**.

Copywriter | ENTRE Institute | March 2022 - March 2023

- Assisted customers in making purchasing decisions through targeted content and provided product information through social media marketing strategies.

- Collaborated with cross-functional teams to **advocate for customer needs** and preferences, ensuring a positive customer experience.

Front Desk Receptionist | Construction Equipment Parts | January 2020 - May 2021

- Responded to customer inquiries, demonstrating **problem-solving** and **active listening skills**.
- Directed customers to appropriate resources, ensuring efficient service delivery.

Barista | Starbucks | Jan 2018 - Jan 2020

- Responded to over **100 customer interactions per day**, resulting in a **99% customer satisfaction rate**.
- Developed a **deep understanding of products** to assist customers in their choices.
- Recognized for **outstanding work ethic** and selected for the **Partner of the Quarter in 2019**.

## Education

Bachelor's Degree in Marketing | Christopher Newport University | 2017 - 2021

## Honors & Awards

Partner of the Quarter - Starbucks | August 2019