

Rosa Delgado

Senior Customer Support Specialist

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SUMMARY

Customer support specialist with five years in high-volume customer service for software and retail. Resolves about 70 tickets a day at a 96% CSAT, trains new agents, and wrote the knowledge base articles that now deflect 20% of incoming questions.

EXPERIENCE

Sunvale Software

Jan 2023 – Present

Senior Customer Support Specialist

Phoenix, AZ

- Resolved about 70 customer service tickets a day in Zendesk with a 96% CSAT, the highest on a team of 18.
- Raised first contact resolution from 71% to 84% by building troubleshooting macros for the 30 most common issues.
- Wrote 45 knowledge base articles that deflect roughly 20% of incoming questions.
- Trained 12 new agents on de-escalation and the escalations process, shortening ramp time by three weeks.

Copper & Pine Outfitters

May 2021 – Dec 2022

Customer Service Representative

Tempe, AZ

- Supported customers across 60 calls and live chat conversations a day on orders, returns and billing in a busy call center.
- Recovered \$85K in at-risk orders by resolving shipping escalations within the same shift.
- Documented product defects in Salesforce, leading to a supplier change that cut returns on one line by 30%.

SKILLS

Support Customer service · De-escalation · Escalations · Knowledge base · Live chat

Tools Zendesk · Salesforce · Intercom

EDUCATION

Arizona State University

2017 – 2021

B.A. Communication