

Jilissa Russell

Customer Service | Sales | Online Engagement | Quality Assurance |
Technical Support

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Location: Toronto, ON

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EXPERIENCE

ModSquad Inc., Remote Mod Contractor - December 2017 - Present

Projects: I have experience working on over 5 long-term projects. During this time I was able to gather experience working on high volume chats, phone, technical and ticket support.

Performance: I maintain exceptional QA scores each week while making a valuable contribution to the team's efforts and meeting all KPIs

Worked remotely with minimal supervision

Offered online customer support for clients using Zendesk for email ticket, Zopim/Helpshift for chats and Talkdesk/Aircall for telephone support

Followed defined workflow instructions for verification, billing and refunds, general membership and game questions, discipline inquiries, and player reports for technical issues, in-app behavior, troubleshooting, online account assistance, and customer suggestions/feedback.

Vistaprint — Customer Care/Graphic Design Associate April 2012 - June 2017

Rapidly promoted during my tenure to various departments, consistently providing top-notch customer service throughout the organization. Handling account queues that frequently had 60-100 customers daily.

Team Development: Helped to build the team and the department as a whole through various engagement events, charity events for breast cancer awareness, and meetings between supervisors and managers

Awarded Results: Distinguished as a high performer with an annual performance score of 4/5 (four out of five) as a result of consistently meeting all my KPIs. Excellent QA scores for phone, emails, and design work.

Customer Service: Assisted customers with all account queries, whilst displaying high levels of empathy when needed and active listening to rapidly resolve customer issues. Proven to be extremely customer-focused and always willing to go above and beyond to achieve customer satisfaction.

RECENT EDUCATION

June 2020 - Present

Bachelor of Science in Health Science - University of the People (Pasadena, California)

Relevant Coursework includes - Genetics, Techniques in Community Health, Infectious Diseases, Human Diseases, Health Disparities amongst multicultural populations, nutrition, Biostatistics and Epidemiology.

HIGHLIGHTS

11+ Years Customer Care Experience

Excellent working knowledge of Microsoft Office Suite, iOS and Android devices, MAC and Windows PC, Google sheets and Google docs

Great Command of the Adobe Creative Suite (*Photoshop, Indesign, Illustrator*) JIRA, Zendesk And Zopim, Basecamp, Slack, TeamViewer, logmein123 and most website builders, Remote Technical Support

Excellent Time Management and Multitasking Skills

Team Player, Customer-Centric, Intrinsically Motivated, Detail Oriented, Brand Ambassador

Types 50 wpm

EDUCATION

BSc in Health Science 2022
University of the People
Pasadena, California

High School Diploma 2007
William Knibb Memorial High School

Graphic Design Certificate 2016
California Institute of Arts
Coursera

Certified in Standard CPR/AED
Canadian Red Cross

