Trevor Lang

Austin, TX · trevor.lang@example.com · (512) 555-0174 · linkedin.com/in/example-trevor-lang

My Key Qualifications

- **5 years in e-commerce support** across YETI and Madhappy, from direct-to-consumer apparel in 2021 to current digital and phone channel ownership at YETI.
- Hands-on with **Zendesk, Shopify, Stripe, and ShipStation** in daily case work, from ticket tracking through refunds, replacements, and shipment tracking.
- Raised **first-contact resolution from 68% to 79%** on order and shipping cases through cleaner documentation and proactive shipment tracking.
- Cut average **first-response time from 11 hours to 6.5 hours** across main Zendesk queues over 2 quarters.
- Resolved **220 inquiries across Instagram and Facebook** in a 6-week holiday peak, applying brand tone and moving order issues into secure channels.
- Rewrote help-center and macro content for return questions, cutting **repeat return-policy contacts by 17%** in the following month.

Experience

Customer Service Representative — YETI

Mar 2023 – Present · 3 yrs 8 mos

- Own customer cases end to end across email, chat, phone, and social channels, coordinating with warehouse and shipping partners to resolve delivery exceptions and damaged-order claims for direct-to-consumer orders.
- Reduced average first-response time from 11 hours to 6.5 hours over two quarters by reworking Zendesk macro usage, prioritizing aged tickets, and coordinating daily queue coverage with teammates.
- Raised first-contact resolution from 68% to 79% through cleaner case documentation, proactive shipment tracking in ShipStation, and more complete policy-based responses.
- Process refunds, replacements, and order adjustments in Shopify and Stripe under policy and fraud-prevention guidelines, cutting monthly refund correction tickets from 9 to 3 with a pre-submission verification checklist.
- Resolved 220 customer inquiries across Instagram and Facebook during a 6-week holiday peak, applying brand tone guidelines and moving order-specific issues into secure support channels.
- Rewrote help-center and macro content for recurring return questions after reviewing Zendesk ticket themes, reducing repeat contacts on return-policy tickets by 17% the following month.

Customer Experience Specialist — **Madhappy**, direct-to-consumer apparel and lifestyle brand

Nov 2021 – Feb 2023 · 1 yr 3 mos

- Resolved customer inquiries across email and chat in a high-volume ticketing environment, covering order status, returns, exchanges, and product questions, and averaged 4.7 out of 5 CSAT across 8 consecutive months while balancing speed with tailored written responses.
- Cut average resolution time for size and color exchange requests from 3.4 days to 2.1 days by writing clearer internal handoff notes and batching follow-ups with fulfillment on pending cases.
- Processed exchanges, returns, and replacement orders, coordinating with fulfillment on exceptions and escalating payment and delivery issues along defined paths.
- Tracked repeat delivery-contact drivers in the Zendesk queue during a carrier delay period and helped create 6 new macros with clearer shipment update language, reducing duplicate follow-up tickets by 14%.

Education

- **California State University, Long Beach** — Bachelor of Arts in Communication Studies · 2017 – 2021

Skills

- **Support & Help Desk Tools:** Zendesk, Knowledge Base Management
- **E-commerce Operations:** Shopify, Stripe, ShipStation, Refunds and Replacements
- **Service Performance:** CSAT and SLA Management, E-commerce Customer Support, Social Care
- **Reporting:** Google Sheets