

Caitlin Boyle

Deltona, FL | caitlinboyle@msn.com |

Education

GRADUATE CERTIFICATE | 2018 | CAPELLA UNIVERSITY

- Human Resource Management

BACHELOR'S | 2014-2018 | STETSON UNIVERSITY

- Major: Management, Minor: Psychology

Experience

CX HELPDESK ASSOCIATE | ROBINHOOD FINANCIAL

OCTOBER 2021-AUGUST 2022

- Provided support to front-line agents to answer questions about product features, services, and procedures by escalating service questions to appropriate teams
- Helped coordinate recognition for team members to encourage high performance and morale by creating team outings for the team to enjoy
- Worked as a subject matter expert on the team to help identify fake documents, fraud trends and identify account takeovers

CUSTOMER EXPERIENCE ASSOCIATE | ROBINHOOD FINANCIAL

AUGUST 2019-OCTOBER 2021

- Solve customer issues efficiently and effectively by communicating to customers using email, chat, and phone channels including cryptocurrency
- Responded to customers questions, listening to customers' needs and articulating benefits and solutions to provide quality service
- Worked as a subject matter expert for our Customer Security Team, by answering questions regarding account activity, comparing documents, and analyzing activity

CUSTOMER SERVICE REPRESENTATIVE | SYKES

OCTOBER 2018-AUGUST 2019

- Proactively communicate with customers via phone and email to educate them on product features, benefits, and tools to aid the setup and execution of their payroll
- Responsible for engagement such as handling feedback reports and creating best practices for interacting with clients
- Ability to manage multiple priorities within a high volume and fast paced environment and handle shifting priorities daily

Skills & Abilities

- Microsoft Office
- QuickBooks Online
- Salesforce
- Jira