

ALDEN HAWTHORNE

PROFESSIONAL CUSTOMER SERVICE

CONTACT

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Harrisburg, PA 
[LinkedIn](#) 

EDUCATION

Bachelor of Science
Marketing and Management
Carthage College
2010 - 2014
University Park, PA

SKILLS

Intercom
Kayako
Qualtrics
Helpjuice
Atlassian Confluence
Microsoft SharePoint
Slack

CERTIFICATIONS

Certified Customer Service
Professional (CCSP)

CAREER OBJECTIVE

Dedicated customer service expert with a deep understanding of Genesys Cloud, Kayako, and Qualtrics. With 10+ years of experience in customer service, I'm eager to join the Capital BlueCross team and foster positive relationships with members while enhancing the efficiency of customer service operations.

WORK EXPERIENCE

Financial Services Representative

Wells Fargo

June 2018 - current / Harrisburg, PA

- Promoted remote collaboration by facilitating 200+ virtual meetings with clients via GoToMeeting, which cut travel expenses by 40%.
- Provided financial advice to 130+ clients, helping them meet their goals and resulting in a **27% increase in client referrals**.
- Conducted customer satisfaction surveys using Qualtrics that resulted in actionable insights, which improved service delivery by 18%.
- Managed over 650+ client accounts in Microsoft Dynamics 365, maintaining high client satisfaction rates.

Telemarketer

Vector Marketing

March 2014 - May 2018 / Harrisburg, PA

- Generated \$85,000+ through over-the-phone sales and exceeded the annual target by 42% over a 12-month period.
- Conducted 80+ cold calls daily, resulting in an average of **25 new leads per week**.
- Increased market share by 8% based on actionable data gathered from monitoring and analyzing competitors' strategies.
- Trained and mentored 8 new telemarketers, improving their sales performance by 36%.

Restaurant Server

Applebee's

October 2012 - January 2014 / State College, PA

- Upsold an average of 12 meals per shift by recommending popular items and daily specials.
- Reduced average waiting time by 13% by coordinating with kitchen staff to ensure timely delivery of orders.
- Managed special events and large party reservations, **increasing large party bookings by 29%**.
- Decreased complaint escalations by demonstrating strong conflict resolution and people management skills.

Macbook 2025 Customer Service

F Rizvi



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