Kaitlynn Eklund

265 Sabal Avenue, Merritt Island, FL 32953
(321) 537-6369 | Blueoceanad13@gmail.com

# Professional Summary

Motivated and dependable professional with extensive experience in customer service, call center operations, and administrative support. Skilled at managing high-volume inquiries, resolving escalations, and leading teams through training and seasonal transitions. Adept at multitasking, learning new systems, and maintaining composure in fast-paced environments.

# Core Competencies

• Customer Service Excellence
• Call Center Operations
• Escalation Resolution
• Team Training & Coaching
• Microsoft Office & Spreadsheets
• Appointment Scheduling
• Document Management
• HIPAA Compliance

# Professional Experience

* Inbound Call Center Representative & Brand Specialist & Trainer & Team Lead — Adecco / Radial / Cxperts

November 2016 – Present

* • Handled customer service for Dick's Sporting Goods and Estee Lauder brands, managing orders, reshipments, and escalations.
* • Provided detailed product information and assisted with exchanges and returns for 13 brands under Estee Lauder.
* • Escalation point for high-touch clients; handled social media tickets, EMTs, brand alerts, and complex customer issues.
* • Trained new team members and led classes on escalations.
* • Supported seasonal hiring as TCS, coaching new hires and ensuring performance goals were met.
* • Managed communications with client representatives and contributed to planning and reporting.
* Supported written communications with high volume. Chat support upwards of 20 single chats at a time. Email support consistently hitting the goal of 10 emails completed an hour. I assisted both channels as a customer service agent and as an Escalations agent.

Administrative Assistant — WSC Group – Waiver Support Coordinators

2022 – Present

* • Maintained and updated client records in an online database.
* • Scanned and organized documents, ran monthly Medicaid checks, and ensured HIPAA compliance.
* • Created and maintained spreadsheets for recurring client documentation.

Dispatcher / Office Assistant / Marketing — Freedom Air & Heat Inc.

May 2016 – October 2016

* • Dispatched HVAC technicians, managed invoicing, and coordinated marketing outreach.
* • Handled appointment booking and maintained daily schedules for 10+ field employees.

Call Center Agent / Reservations / Valet — Victory Casino Cruises

October 2015 – March 2016

* • Managed guest reservations and communication, handled valet for high-profile clients, and compiled marketing reports.

Customer Service Representative — 60 Minute Cleaners

April 2011 – September 2013

* • Sole operator for store shifts: managed phone inquiries, transactions, and customer accounts.

Teacher / Driver — La Petite Academy

May 2008 – April 2011

* • Taught two-year-old class, prepared meals, managed transportation, and planned age-appropriate activities.

# Education

Keiser University — 2 Years Toward Diagnostic Medical Sonography

Merritt Island High School — High School Diploma, 2005