



CARTER WALKER

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Summary

Enthusiastic customer service representative with a strong history of directly working with industry customers and leaders. Able to handle escalated customers, take detailed notes, and follow instructions well. Quickly adapts to new environments and skills.

Skills

- Data Collection
- Complaint Resolution
- Inbound and Outbound Calling
- Call Management
- Information Security
- Staff Training
- Video Marketing - Photoshop, Illustrator
- Video Editing - Final Cut, Premiere Pro

Experience

Xyngular

Customer Service Representative

01/2022 - Current

- Answered inbound calls, texts, chats, and emails to provide customer service.
- Headlined multiple projects for the company and its leaders.
- Engaged in effective communication with top earners in the field by preparing and coordinating reports.
- Led multiple trainings for customer service reps, including training new employees.
- Demonstrated exceptional performance while working remotely for more than a year.
- Maintained the highest position as a customer service representative for multiple consecutive quarters.

DoorDash

Delivery Driver

04/2020 - 12/2021

- Communicated and resolved customer issues swiftly, demonstrating reliability.

Education and Training

Southern Utah University | Cedar City, Utah

Expected in 04/2026

American Fork High School | American Fork

Highschool Diploma

05/2020

Introduction

- I have led multiple trainings for customer service reps
- I have learned to work quickly while paying attention to details
- I am very dependable and eager to learn
- I communicate well with others

References

Supervisor Ryan Barry, (801)-709-4002
Supervisor Nicole Lewis, (801)-699-8021

Activities and Honors

- Pursuing a degree in filmmaking.
- Well versed in editing softwares like Final Cut and Premiere Pro.
- Well versed in Photoshop.

Accomplishments

- Served as Student Leadership in High School.
- Graduated High School as an Honors Student with a 4.0 GPA.
- On track to graduate College with a 3.9 GPA.