

ROBIN MURRAY

Havelock, NC | Remote Customer Support Professional
robin@robinmurraypro.com | linkedin.com/in/robin-murray-2b2b2441

PROFESSIONAL SUMMARY

Customer support professional with 20+ years of experience in resolving customer concerns, troubleshooting account and service issues, and providing clear, dependable support. Experienced in remote environments, Salesforce/CRM documentation, creating tickets in Jira, and working across multiple systems while maintaining a positive customer experience.

PROFESSIONAL HIGHLIGHTS

- Consistently earned 100% Net Promoter Scores (NPS) while supporting GoDaddy customers.
- Experienced in troubleshooting customer issues, reviewing account information, and determining practical next steps.
- Strong phone-based support background with experience communicating with a wide range of customer personalities.
- Salesforce experience with a proven ability to learn new systems, adapt to changing needs, and work independently in remote environments.

PROFESSIONAL EXPERIENCE

- Retail Sales Specialist | Spectrum - Morehead City, NC** **2026-Present**
- Assist customers with account needs, service changes, payments, device activation, product questions, and issue resolution.
 - Listen to customer concerns, review account information, explain options, and identify solutions based on individual needs.
- Productivity Specialist / Customer Support | GoDaddy - Remote** **2022-2024**
- Troubleshoot customer issues involving accounts, domains, hosting, professional email, billing, and product setup using multiple systems.
 - Guided customers through onboarding, documented interactions in Salesforce, created Jira tickets when needed, and coordinated with other teams to support resolution.
- Frontline Clerk | Lion Valen / Cherokee Nation - Camp Lejeune, NC** **2018-2021**
- Managed customer scheduling, documentation, data entry, queue activity, and service questions in a high-volume environment.
 - Kept accurate records and guided Marines through the process of checking in and out of base.
- Customer Service & Sales Representative | Convergys / DirecTV - Remote** **2013-2016**
- Resolved billing, account, payment, service-change, and product concerns in a fast-paced remote support environment.
 - Reviewed customer information, explained options clearly, and worked toward timely resolution of customer concerns.
- Automotive Sales Consultant | Landmark Dodge - Morrow, GA** **2007-2012**
- Built customer relationships by identifying needs and guiding customers through vehicle selection and purchase decisions.
 - Coordinated with sales and finance managers while handling customer documentation and lending/compliance requirements.
- Internet Sales Representative | Yellowpages.com** **2006-2007**
- Supported business customers through inside sales and direct marketing conversations focused on online advertising solutions.

CORE SKILLS

Customer Support | Problem Solving & Troubleshooting | Salesforce / CRM | Jira | Account Research | Active Listening | Customer Onboarding & Follow-Up | Remote Support | Customer Experience | Consultative Sales | Account Management | Team Collaboration | Documentation