Gemma Rivard

Client Support Representative · Subscription Services

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Customer support results

64 to 43 cases — Repeat billing contacts in equal-size weekly samples before and after an updated closure prompt.

140 account requests — Resolved or routed during a two-week customer plan transition.

Summary

Client support representative handling account access, subscriptions and billing questions by email, live chat and phone. Records contact history, verifies whether changes took effect and routes cases that require specialist approval.

Experience

Client Support Representative

Loftfern Membership Services

2022-03 – Present

- Handled 140 account requests during a two-week plan transition. Verified the requester and checked trial end dates, billing changes and cancellation records before giving advice.
- Introduced a closing prompt that confirmed next steps and expected statement dates. Repeat contacts within seven days fell from 64 to 43 cases across two weekly samples of 250 billing cases.
- Applied corrections within approved credit limits. Referred exceptions to billing and checked the resulting statement before confirming resolution to the customer.
- Reviewed 18 help articles with the training lead. Replaced outdated screenshots and added the exact account menu path for common changes.

Customer Service Associate

Birchlane Service Desk

2019-07 – 2022-02

- Processed order updates and payment queries by phone and email. Logged the next action and called customers back when an order check was complete.
- Raised repeated fulfilment queries at the weekly service meeting, using case categories to help the warehouse team prioritise corrections.

Education

Diploma in Business Administration

Rideau Reach College

2019

Skills

Multichannel support · Billing case triage · Case documentation · Knowledge base upkeep

Languages English · French