

Example Resume

Student Name

112 Main Street • City, State ZIP Code
xxx-xxx-xxxx • FirstName.LastName@emailprovider.com

PROFESSIONAL SUMMARY

- Customer service professional with experience handling escalated customer calls, creating and maintaining customer profiles, and processing delinquent accounts.
- Career highlights include contributing to a 5% increase in customer service scores over a 2-month period and consistently receiving recognition from management and customers for providing outstanding service.
- Academic background includes coursework in professional development, principles of customer service, and team leadership.

RELEVANT SKILLS

- MS Office: Word, Excel, PowerPoint, Outlook, Access
- Type at 75 WPM
- Excellent Communication Skills
- Conflict Resolution

EDUCATION

Bachelor of Science in Business Administration

Colorado Technical University

- Specialization: Operations Management
- GPA: 3.9 (Summa Cum Laude)

2013

Colorado Springs, CO

PROFESSIONAL EXPERIENCE

Senior Customer Service Representative

XYZ Company

2008-Present

Schaumburg, IL

- Handle escalated customer service situations, ensuring the highest level of service is provided.
- Train new hires on all aspects of the customer service representative position, making sure company policies and procedures are understood and followed.
- Build and maintain customer profiles, contributing to a positive customer service experience.

Accomplishments

- Promoted to Senior from Customer Service Representative for contributions to increased customer service and consistently strong QA scores.
- Contributed to a 5% increase in customer service scores over a 2-month period.
- Trained 20+ Customer Service Representatives, with five moving into senior-level positions.

Sales Associate

ABC Company

2003-2008

Hoffman Estates, IL

- Addressed customer questions and comments, maintaining a high standard of customer service.
- Recommended products to customers based off of expressed interests to drive sales.

Accomplishments

- Received Employee of the Month award for consistent recognition by customers for providing excellent customer service.