**Name**

**Contact Information** (include email; telephone number; LinkedIn ID is optional)

**Summary** (*Example)*

Conscientious Customer Service Representative adept at delivering quality service to diverse customers and managing high call volumes. Diligently provided a high level of commitment to ensure positive experiences and achieve optimal results.

**Skills**

* Communication and Client Relations
* De-escalation and Conflict Resolution
* Negotiation

**Education**

**Name of organization(s) attended.**

**Dates**

**Level Completed**

**Certifications**

* Computer Database Management Certificate, 2015
* Customer Service Certificate, 2010

**Experience**

**Name of Employer**

**Dates Employed**

**Job Title**

Responsibilities: (Example)

* Assisted more than 50 customers per day with purchasing decisions and product details to improve the customer experience, recommending sale items and earning a customer satisfaction rating 15% higher than the company average
* Listened attentively to caller needs to ensure a positive customer experience.

**Languages**

* Fluent in written and verbal English, French and Spanish Skills

**Technical Skills**

* Customer Relationship Management (CRM) Systems
* Email Management Software: **Managed and tracked weekly email blasts, triggered sends and email alerts**