

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