

# Erin Emmons

## Customer Service Representative

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### Erin Emmons

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### Objective

Customer service representative with more than 10 years of professional experience providing over-the-phone and one-on-one customer care in a sales-focused environment. Superior communication skills and proven competency with major CRM and POS software systems. Actively seeking a leadership role in your company that lets me take on a higher level of responsibility while continuing to optimize my problem-solving skills to contribute to customer satisfaction.

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### Experience

#### Customer Relationship Specialist / Voss Lubricants

AUGUST 2015 – PRESENT, VANCOUVER, WA

- Manage relationships with corporate clients in the oil and gas industry
- Meet with new clients and potential clients to discuss the needs of their business and recommend products
- Liaise with the sales team to ensure the needs of each client are met appropriately and to receive education on new products that can be passed on to the customer
- Trained three new employees on company policies and product knowledge
- Received a customer satisfaction rating of 92% in 2018

#### Customer Service Representative / Toluse Telecommunications

SEPTEMBER 2009 – JULY 2015, GREAT FALLS, MT

- Met with more than 25 customers per day, which included signing up new customers, suggesting upgrades to current contracts and canceling services
  - Suggested alternative solutions to customers wishing to cancel their services
  - Handled customer complaints in-person and over the phone while exercising patience and providing effective solutions
  - Consistently achieved and exceeded sales goals – in December 2014 sales goal was exceeded by 32%
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### Education

#### Montana State University / Bachelors of Arts in Marketing & Communications

SEPTEMBER 2005 – JUNE 2009, GREAT FALLS, MT

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### Key Skills

- Competent with software including:
  - Microsoft Excel, Microsoft Word, Zoho, Salesforce and Nutshell

- Excellent communication skills and a high level of patience
- Focused on achieving a high level of customer satisfaction
- Proven track record of motivating co-workers and comfortable with delegation

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## **Certifications**

- Registered Professional Nurse (RN)
- Oncology Certified Nurse (OCN)