

**Jane Doe**  
(555) 456-7890  
jane.doe@email.com  
123 Matchstick Rd, New York City, NY

## Profile

Recent college graduate with a background in business administration and marketing. Passionate about providing peerless customer service and excellent support to both internal employees and external customers and clients.

## Key Skills

- Academic experience with bookkeeping and accounting software
- Customer service expertise
- Excellent written and verbal communication skills
- Expert Microsoft Office skills

## Education

### **Bachelor of Business Administration**

*The Ohio State University Columbus, OH, August 2015 - December 2019*

- Academic experience in finance, accounting, communication, and statistics

## Job Experience

### **Admissions Office Receptionist, College Office of Admissions, New York City, NY**

*August 2018 – Present*

- Served as office receptionist, including greeting prospective students, providing paperwork, scheduling tours and coordinating interviews with admissions counselors
- Answered phones from prospective students and their families, providing information about application status and transferring calls as needed
- Processed student information, including sorting mail and entering data received into the applicant management system

### **Customer Service Representative, ABC Call Center, New York City, NY**

*Summers, 2016 – 2018*

- Answered phones in a call center environment, speaking with customers nationwide to support product and service challenges
- Successfully navigated customer complaints to find satisfactory resolutions to common problems, including shipping delays, incorrect shipments, damaged products and customer dissatisfaction
- Named Employee of the Month in June 2019 due to excellent customer satisfaction ratings