

John Doe
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Profile

Eager customer service professional with a passion for helping others. Highly experienced in interfacing, communicating and serving customers from all walks of life. Able to handle every aspect of the customer experience, from answering phones to marketing products and services.

Key Skills

- Academic background in finance, accounting, economics and management
- Customer service expertise on the phone and in person
- Experienced with Microsoft Office and Adobe Acrobat
- Strong written and verbal communication skills

Education

Business Administration Associate of Arts

Broward College Fort Lauderdale, FL, August 2016 – December 2018

Job Experience

Server/Bartender, Chain Restaurant, New York City, NY

January 2019 – Present

- Act as both server and bartender based on staffing and patron needs
- Take orders, enter orders in the point-of-sale system, manage food in the kitchen and run food to patrons quickly and efficiently
- Mix and serve drinks with excellent customer service, including chatting with patrons and ensuring bar customers act responsibly and in accordance with the law

Student Assistant, Office of Alumni Relations, New York City, NY

June 2018 – December 2018

- Served as a key member of alumni office fundraising efforts, including contacting alumni, taking pledges and entering financial commitments into data management systems
- Answered phones to provide information to alumni, including how to contact specific departments within the school and details of upcoming alumni events
- Prepared written communication to send to alumni who fulfilled financial pledges to the college