

**Sarah Jones**  
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## Profile

Customer service representative passionate about improving the customer experience by promptly handling information requests, processing returns or requests for a refund, all in accordance with company policy. Excellent at de-escalating conflict and managing customer expectations.

## Key Skills

- Proficient with CPM software
- Typing speed: 75 WPM
- Excellent listening and communication skills
- Solid understanding of retail sales and standard procedures
- Multitasker familiar with working in high-call volume positions

## Education

### High School Diploma

*ABC High School, Omaha, NE, 2017*

- Participated in work-study course and internship at a busy retail store
- Volunteered at the local library, helping customers with research and other requests

## Certification

Completed 6, 2-hour classes in customer service skills training covering topics such as:

- How to greet callers
- Handling the need to hold callers
- Managing the conversational path
- Conflict resolution strategies
- Tips for challenging situations
- Methods for delivering exceptional customer service

## Professional Experience

### Customer Service Representative, LMN Corporation, Austin, TX

*January 2019-Present*

- Routinely handles more than 100 calls per day, signing up new customers and resolving customer complaints as needed
- Consistently outperforms company average customer satisfaction rating with a 90% satisfaction rate
- Demonstrates excellence at maintaining customer records and adding updates to reflect individual calls

### Sales Associate, OPQ Retail, Austin, TX

*May 2017-January 2019*

- Memorized complete product catalog to better upsell customers on related items
- Stocked and replenished inventory throughout the day, completing the task an average of 15% faster than coworkers
- Assisted more than 50 customers per day with purchasing decisions, transactions, returns and exchanges