

**Jason Miller**  
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## Profile

Excited to provide excellent customer service to a variety of customers. Strong ability to handle all requests promptly to help with purchasing decisions and service requests. Excellent at handling high call volumes and resolving issues quickly and with good results.

## Key Skills

- Experienced in both call center operations and retail stores
- Excellent communication skills
- Bilingual in both English and Spanish
- Skilled at de-escalation and problem solving

## Education

### **A. A. Marketing**

*Anne Arundel Community College, Maryland, Graduated 2019*

## Professional Experience

### **Customer Service Representative, ABC Company, Washington D.C.**

*February 2019-Present*

- Politely handle both in-person and telephone complaints and requests from more than 100 customers daily
- Perform regular assessments regarding customer complaints to generate suggestions that improved customer satisfaction and retention by 5%
- Meet or exceed customer satisfaction numbers on a regular basis

### **Store Associate, DEF Store, Silver Spring, MD**

*April 2018-February 2019*

- Served more than 80 customers daily, helping to locate products and finalize sales transactions
- Participated in regular, monthly inventory process and reconciled stock levels according to counts
- Handled customer returns and complaints with patience and attention to detail