

Sam Wilson

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Experienced customer service professional with more than a decade invested in helping customers and improving satisfaction ratings. Familiar with CRM software and a variety of customer account tracking systems. Demonstrated skills at developing customer relationships and resolving complex issues. Seeking to use my skills to mentor a team of customer service representatives using industry-leading techniques.

Key Skills

- Strong written and verbal communication skills
- Excellent interpersonal skills and experience working with a diverse clientele
- Tech-savvy and experienced working with a variety of software packages specific to customer service
- Experienced problem-solver with demonstrated ability to de-escalate customer interactions
- Typing speed: 65 WPM
- Intermediate knowledge of office automation software including Microsoft Office
- Greet, hold and transfer using multiline telephone systems

Professional Experience

Customer Service Agent

Financial Firm, Alexandria, VA | January 2017-Present

- Demonstrate excellent communication skills by reducing cancellation rates on customer calls by 30%
- Train three call center employees on using multiline telephones, active listening and soft sales techniques
- Improved customer satisfaction rating to 98% by suggesting a change to processes that incorporated automation for simple return requests

Customer Account Representative

Answer Calls, Rockville, MD | March 2015-January 2017

- Assisted more than 75 customers daily with product locations, benefits and ancillary items
- Memorized all product offerings to more quickly and efficiently assist customers and answer inquiries
- Tracked all customer communications to ensure account accuracy and followed-up on purchases as needed

Education

High School Diploma

Acme High School, Baltimore, MD