

**Jane Adams**  
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## Profile

Experienced customer service professional with two years' experience in call center and hospitality industries. Adept at handling a high volume of calls on a daily basis and dedicated to recording customer information quickly and accurately.

## Key Skills

- High customer service standards
- Excellent listening skills
- Data entry and database administration
- 60 WPM typist
- Inbound call handling

## Education

### **Customer Service Certificate**

*Columbus State Community College, Columbus, OH September – December 2018*

Subjects Completed Include:

- Customer Service & Sales
- Negotiation

## Professional Experience

### **Customer Service Representative, Andrews Flowers & Gifts, Columbus, OH**

*January 2019-Present*

- Manage inbound sales inquiries relating to products and promotions, quickly establishing rapport with customers over the phone
- Regularly exceed targets relating to call volume, sales conversion and customer satisfaction
- Display in-depth product knowledge to answer customer queries regarding products, shipping, ingredients, potential allergens and order placement

### **Waitress, Pete & Mary's Diner, Lithopolis, OH**

*February 2017 – August 2018*

- Provided excellent customer service by greeting all customers pleasantly and promptly providing menus and answering questions regarding specials, menu items and ingredients
- Used attention to detail to take each order accurately and efficiently and provided meals to correct customers
- Accurately processed payments by inputting items in register system and managed cash or credit card transactions