

Mateo Hernandez
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Profile

Recent college graduate with a background in customer service well-suited to the position of call center representative. Friendly and outgoing with the ability to quickly build relationships with customers. Strong technical skills with databases and customer relationship management software.

Key Skills

- Attention to detail
- Database use and administration
- Fluent in English and Spanish
- Excellent communication and customer service skills
- Quick learner

Education

Bachelor of Arts in Communication and Media

Seattle University, Seattle, WA September 2015 – June 2019

Courses Completed Include:

- Spanish
- Interpersonal communication
- Strategic communication

Professional Experience

University Book Store, Seattle, WA

September 2015 – Present

- Maintain in-depth and up-to-date product knowledge to answer customer queries regarding books for specific courses or areas of research
- Learn and operate variety of computer systems, including check out systems, book and catalog databases and stock ordering software
- Use attention to detail to restock shelves quickly and accurately

Seattle University Library, Seattle, WA

September 2015 – Present

- Problem solve customer issues regarding computers, technology, catalog searches and databases
- Maintain professionalism, accuracy and patience when managing high volume of customer inquiries
- Use multitasking, organizational and time management skills to manage wide range of tasks with competing priorities and deadlines