

**Jay Smith**  
(123) 456-7890  
youremail@example.com  
123 Your Street, Dallas, TX, 12345

## Profile

Marketing and sales professional with 4+ years of customer service experience in both the technology and health care industries. An outgoing and relatable account manager who helps build and maintain company relationships. Experienced with CRM software and high-volume call center operations.

## Key Skills

- Excellent written and verbal communication
- Intermediate Excel user
- Organized in both paper and digital systems
- Skilled in using CRM software
- Strategic thinker with sales experience

## Education

**University of Houston, Houston, Texas, Bachelor of Arts, Marketing, 3.85 GPA**  
*August 2015 - June 2019*

- Completed marketing capstone project for the university library, building an improved textbook buyback program
- Built and maintained a contact database for textbook buyers and created a message board to encourage trades, borrows and reselling, all through the campus bookstore facility

## Professional Experience

**Account Service Representative, Home Health Co., Houston, TX**  
*January 2018 - Present*

- Assist 75+ patients per day with denied claims, explaining billing options and providing assistance with billing errors
- Enrolled 200+ customers on private insurance policies through a variety of promotions
- Reduced unanswered call rate to below 2% through rapid processing of claims

**Customer Service Representative, Best Retail Co., Houston, Texas**  
*September 2015 - January 2018*

- Handled 100+ calls per day with professionalism and a 97% customer satisfaction rate
- Used in-coming calls as an opportunity to upsell, increasing department revenue by 9%
- Improved customer retention rate by 6% through the use of improved sales funnel mechanisms and marketing automation